

外销员外贸外语辅导：Reporting a Lost Card 信用卡挂失 外销员
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https://www.100test.com/kao_ti2020/645/2021_2022__E5_A4_96_E9_94_80_E5_91_98_E5_c28_645546.htm 1 A: Hello! Is this Bank of China? B: Yes. This is the Client Service Center of Bank of China. What can I do for you? A: I'm John Smith from America. I have lost my Great Wall International Card. B: Don't worry about it. When did you lose it? A: About an hour ago. B: Do you remember your card number? A: Well, maybe 2630, 1611, I just remember the last eight digits. B: Do you have a PIN number? A: Yes. It's 575859. B: Where do you live now? A: I live in Yangzhou. B: Do you have any proper credential with you, say, your passport? A: Yes. I have my passport. B: Please tell me the number of your passport. A: CN352467. B: All right. Your account will be cancelled temporarily based on your loss reporting application and identity certificate. You should go to the card issuing institution where you live for loss reporting formally tomorrow and then renew a card. A: Thank you. But I am now in Nanjing on business without any money. What should I do? B: You may go to any business office of Bank of China where you are for an Emergency Assistance Service. A: Thank you very much. B: You are welcome. One 24-hour hotline, 95566, brings you in direct contact with our Client Service Center. A: 喂！您是中国银行吗？ B: 是。这里是中国银行客户服务中心。需要我为您做什么事吗？ A: 我是美国人，名叫约翰史密斯。我把长城国际卡弄丢了。 B: 别着急。什么时候丢的？ A: 大约一个小时以前丢的。 B: 您记得卡号吗？ A: 嗯...可能是2630，1611，我只记得后八位数字

。 B:有密码吗？ A:有的。密码是575859。 B:您现在住哪儿？
A:我住在扬州。 B:您身边带着有效身份证件吗，比如说护照？
A:对，我带着护照。 B:您的护照号码？ A:CN352467。 B:好的。
根据您的挂失请求，您的账户将暂时被取消。明天您可以到信用卡发行机构正式申请挂失，然后换新卡。 A:谢谢。
但我现在出差南京，身无分文。我该怎么办呢？ B:您可以到就近的中国银行网点，要求紧急援助服务。 A:非常感谢。 B:应该的。只要您拨打24小时热线电话，95566，客户服务中心随时为您效劳。

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