

AMERICAN EXPRESS

PEGGY

Hello?

AMEX (TYPICAL NON-U.S. CALL CENTER VOICE)

Good morning, may I please speak with Margaret Wilcox?

PEGGY

Who may I ask is calling?

AMEX

Is this Margaret?

PEGGY

Yes, this is Peggy. Who's this?

AMEX

May I please speak with Margaret?

PEGGY

This is she.

AMEX (FRUSTRATED)

I'm sorry, but I can only speak with Margaret Wilcox. Is she available?

PEGGY

This is Margaret. I go by 'Peggy.'

AMEX

Why? 'Margaret' is prettier.

(Cont.)

PEGGY

What?! Tell me who you are or I'm hanging up!

AMEX

What does this mean, 'hanging up'?

PEGGY

It means I will end this call now if you don't identify yourself.

AMEX

Well, I'm about 167 centimeters, 68 kilograms, my hair is the color of
Afghanistan mountains...

PEGGY

I have no idea what that means. You could either be ten inches or ten feet
tall and weight between 5 and 500 pounds. Who are you?

AMEX

Oh. Apologies a million times, Piggy.

PEGGY

It's 'Peggy'!

AMEX

This is what I'm saying. Margaret is better.

PEGGY

Goodbye!

AMEX

Peggy! Don't hanging up! My name is Rashid... I mean, Randy, and this
is a courtesy call from American Express. There's been some suspicious
activity on your card and we'd like to verify your recent purchases.

(Cont.)

PEGGY

How long will this take?

AMEX

Just a few drops of sand, promise. First, let's verify the security code on the front of your card. Can you read that to me please?

PEGGY (SOUND OF RUMBLING THROUGH PURSE)

Okay... hold on... here it is. Are you ready?

AMEX

Ready Peggy!

PEGGY

1-9-6-5.

AMEX

Thank you. And what are the last five digits on the card?

PEGGY

1-0-0-0-3.

AMEX

Excellent. As I said, we've noticed some suspicious activity on your account. Can you please tell me the last purchase you made with this card?

PEGGY

Um... oh... (PAUSE) Do I have to?

AMEX

No, of course not. But if we don't know what you last purchased we will be unable to check to see if your account has been compromised.

(Cont.)

PEGGY (STALLING)

Wow... I just... um, is there any other way?

AMEX

What's wrong Peggy Margaret?

PEGGY

Peggy is fine.

AMEX

Peggy doesn't sound fine.

PEGGY

It's just... how about this. What do you see as the last charge to my
account?

AMEX

In order to do it this way, we will need some additional information.

PEGGY

Okay.

AMEX

What are the first four digits on your card?

PEGGY

3-0-9-8.

AMEX

And the expiration?

PEGGY

11-21.

(Cont.)

AMEX

Thank you, Pwilcox.

PEGGY (CHUCKLES)

What?

AMEX

Pwilcox. Your full name on the card is Margaret-P-Wilcox, right? “P” as
in “Pakistan”?

PEGGY

No. It’s Margaret-B-Wilcox. “B” as in “Boy.” The middle letter is
pronounced separately from my last name.

AMEX

Ahhh... “B” as in “Baghdad?”

PEGGY (HESITANT)

Uh... sure.

AMEX

Thank you for clarifying that. I’ll make a note in my records. Okay,
Margaret Peggy, it appears that the last charge on your card was at
Amazon.com. Something called “First Date Spanx.” Am I pronouncing
that correctly?

PEGGY (QUIET)

That sounds right.

(Cont.)

AMEX

Good, good, Peggy B. Now we're getting somewhere. By the way, how
did the date go?

PEGGY

Let's keep this professional.

AMEX

Is that what he said? I'm so sorry, Peggy.

PEGGY

No! I meant that I'd rather not tell you. Let's just focus on my account.

AMEX

Okay, B-Wilcox. Now, the final piece of information we need requires
verification of the middle six digits on your card. Please read those to me.

PEGGY

6-7-4-3-3-2.

AMEX (SOUNDS OF WRITING)

6-7-4-3-3-2. Thank you, Margaret. We have all that we need at this time.

Have a wonderful day, and death to the infidels!

PEGGY

What?! Infidels?

AMEX (BACKTRACKING)

Nothing! I meant, hanging up!

PEGGY

Wait! Do you know if Amazon accepts returns on used Spanx?

(FX: CLICK!)

