

## Załącznik nr 5 do przetargu nr 1/2021

**Title:** Activate account

**Background:** You are trying to set up a business account for your company. The process was not clear for you and you are getting stressed. You want confirmation that the process was completed successfully.

Information: name, surname, account type, VAT number

**Agent:** greets you and asks how they may help

**Client:** you explain to the agent that you made a new account and want to confirm its activation

**Agent:** asks for your name and surname and which type of account you created

**Client:** you give the details the agent asked about

**Agent:** agents asks for your VAT number as it is a business account

**Client:** you provide your VAT number

**Agent:** thanks you and confirms that the process was successful. Tells you that the account will be accessible within next few hours

**Client:** You are satisfied with the answer. You finish the call

**Agent:** States to not hesitate to contact in case of further questions and finished the call.