

slower- yukiri, yukuri hana shite kudasai  
address- jyushyo  
help,-tasukete

\_\_\_\_san no otaku deshyo ka?  
**Watashi wa Hot Topic no Mona desu.**  
\_\_\_\_san to hanase ma su ka?

**NO Dewa, mata atode denwa shi masu. Istugoro den wa kakereba ii desu ka?**

YES reintroduce self. **Orda o tadakimashita ga CREDIT CARD ga ki kai ni tora nai kara cardo no kakunin (verify) o shite yoro shii desuka?**  
In order to process the order we need to obtain verbal authorization from the card holder.

**Cardo no mochinushi wa dare desu ka?**  
What is the name of the card holder?

**Ima, watashi wa dare to hanashete ismashu ka?**  
Who am I speaking to? (needs to be asked after we determine the name of the card holder)

**NO Cardo no mochinushi to hanasasete kudaisai. Orda no haso ga dekirimasen.**  
If we are not speaking to the card holder - Unfortunately in order to process the order we need to speak with the card holder

**Cardo ha ko (long o) shita ginko no name was nan desu ka?**  
What is the name of the bank that issued the credit card?

**Cardo no ura no NUMBER no saigo no miketa o onegaishima su. (last= saigo)**  
On the back of the credit card is the number and an additional 3 digits, what are the 3 digits?

**Tanjyobi was itsu desu ka?**  
What is your birth date?

**Nan sai desu ka?**  
How old are you? (needs to be asked after we determine the birth date of the card holder)

YES **Domo arigato gozaimasu, sugu ni orda o okurimasu.**  
If we are able to get all this information from the actual card holder and nobody is coaching them in the background then we state - Thank you, we will now put your order in for processing

**NO Domo arigato gozaimasu, ginko ni kaunin no dewa o shimasu. INFORMATION o EMAIL de okurimasu.**  
If we are unable to get all this information from the actual card holder or somebody is coaching them in the background then we state - Thank you, we will need to call the bank to further verify the information, please watch your email for information on the results.

**Shirtsurei shimashite, gomen na sai. Domo arigato gozaimasu.**