

- SEAN:** What is wrong with you Ingrid?
- INGRID:** Do you want to give me your phone number and I'll call you back?
- SEAN:** I just gave you the Customer Service Number. What do you want me to give you, my house number?
- INGRID:** You said, you said I couldn't get you at that number.
- SEAN:** Because that's the Customer Service Number. I'm a verification officer.
- INGRID:** Well, I- I- I want your phone number.
- SEAN:** What do you want me to give you, my house number?
- INGRID:** No, I...
- SEAN:** Ingrid, listen...
- INGRID:** I'm sure you have a work number.
- SEAN:** Ingrid, Ingrid, Ingrid, Ingrid... relax with the numbers, OK. Now I'm going to restart this verification. You know what to do...
- INGRID:** No, I'm not doing that, unless I can call you back.
- SEAN:** Why aren't you doing that? Dear, I told you, you can't reach me. I'm on an automatic dialer. What is wrong with you? It's a computer. I have a headset connected to a computer. How the (bleep) are you going to call me?
- INGRID:** I don't like your language.
- SEAN:** How are you going to call me? Ingrid, you know what? You're driving me nuts. Ingrid, what is wrong with you? How are you going to call me, if I'm calling you from an automatic dialer? That's a computer. What are you going to call me...?
- INGRID:** Well, how, how...
- SEAN:** ...the customer service number...
- INGRID:** ...how does your family reach you at work?
- SEAN:** I have a house number, I have a cell number. You're my client, you're not my friend. I'm not going to give you my cell number.
- INGRID:** Well, if I can't get a number where I can reach you personally, then I don't want to do the verification.

- SEAN:** Ingrid. Ingrid. Are you stupid? I'm not trying to insult you. But are you mentally ill? Is there something wrong with you that I don't know about?
- INGRID:** (sigh)
- SEAN:** Is there something physically wrong with you? Like are you retarded, are you over-age, do you forget things, is there something wrong with you?
- INGRID:** I don't like your language.
- SEAN:** No, I'm not swearing. I'm asking you a question. Maybe you could be retarded. I don't know. Is there something wrong with you?
- INGRID:** No.
- SEAN:** Ingrid, listen. I have all your information. What do you want me to read you? I'll read you everything.... (*reads address, social security number, and banking information*)
- INGRID:** (sigh). Well, how do you know that?
- SEAN:** How do I know that? Because this is a legitimate company! Now, you know what, you may think I'm a bad guy, the way I'm talking to you. But...
- INGRID:** Well, no, I don't like your manners.
- (Tape 82)

The con tries to confuse the victim by telling her someone illegally took money out of her account and his company is calling to “verify” her information so it will never happen again. They are hoping that by using fear and intimidation, the victim will go along with the taping which would ironically result in *them* stealing money from her.

Later in this transcript, Victoria comes on as Sean's manager because Sean is just completely exasperated. Victoria ramps up the intimidation and fear in an attempt to close the transaction:

- SEAN:** You know what Ingrid, you know what, you know Ingrid. I'm going to tell you something. I'm going to pass you to my manager because you're making me sweat. And if you were in front of me, old lady, mad, black, white, I would have slapped you by now. OK.
- INGRID:** Well, I tell you what...