

## **Transcript: Chris Sofield**

**(deactivated)-4786679776493568-5866923979653120**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Uh, I'm just calling to make a payment. Okay. What staffing company do you work with? Uh, HD. Okay. And the last four of your Social? 9359. Okay. Your first and last name? Brandon Cain, C-A-I-N. Thank you, Mr. Cain. Could you verify your address and date of birth please? Uh, 25 Rachel Road, Crossville, Tennessee 38572, and 6/11/96. Thank you. Phone on file of 931-200-4888? Yep. And email of brandoncain3579@yahoo? Yep. All right, payment today is \$89.74. Is the payment card in your name? Yeah. Okay. And is, uh, Rachel Road the billing address? Yeah. Yep. Okay. One moment. Go ahead with that card number. Uh, 5463 2579 6925 9071. All right, expiration date? 1/29. And security code? 658. All right. All right, payment was successful you are good to go. Should be receiving a receipt i- via email shortly. Anything else? Nope, that's it. Thank you. You're welcome. Thanks for calling. Have a good day. You too. Bye. All right, bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Uh, I'm just calling to make a payment.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, HD.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 9359.

Speaker speaker\_1: Okay. Your first and last name?

Speaker speaker\_2: Brandon Cain, C-A-I-N.

Speaker speaker\_1: Thank you, Mr. Cain. Could you verify your address and date of birth please?

Speaker speaker\_2: Uh, 25 Rachel Road, Crossville, Tennessee 38572, and 6/11/96.

Speaker speaker\_1: Thank you. Phone on file of 931-200-4888?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And email of brandoncain3579@yahoo?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right, payment today is \$89.74. Is the payment card in your name?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And is, uh, Rachel Road the billing address?

Speaker speaker\_2: Yeah. Yep.

Speaker speaker\_1: Okay. One moment. Go ahead with that card number.

Speaker speaker\_2: Uh, 5463 2579 6925 9071.

Speaker speaker\_1: All right, expiration date?

Speaker speaker\_2: 1/29.

Speaker speaker\_1: And security code?

Speaker speaker\_2: 658.

Speaker speaker\_1: All right. All right, payment was successful you are good to go. Should be receiving a receipt i- via email shortly. Anything else?

Speaker speaker\_2: Nope, that's it. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling. Have a good day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: All right, bye now.