

Transcript: Chris Sofield

(deactivated)-5768191629639680-4888522197876736

Full Transcript

Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hi. Um, this is Sherri Horne and I got a, a message saying that I needed to make an, make a payment- Okay. Um- ... from a phone company. Okay. What staffing company do you work with? Creative Circle. And last four of your Social? Zero, zero, five, five. Thank you. Ms. Horne, could you verify your address and date of birth for me? 4541 Newcomb Drive, Plano, Texas 75093. Uh, 12/25/65. Thank you. Phone on file we have is 918-815-9056. Correct. All right. Payment for your insurance premium for the week is \$22.90. Um, let me get to that payment screen. One moment. All right. Is the payment card in your name? Yes. And is Newcomb Drive the billing address? Yes. Okay. Go ahead with that card number. Uh, just one second. Okay. 4400- Mm-hmm. ... 6684- Mm-hmm. ... 8827- Mm-hmm. ... 8997. Thank you. The expiration date? 7/29. And the security code? 511. All right. Payment successful. You should be getting an, uh, email with a receipt to the email address that we have on file, the skhorn@hotmail.com. And you're good to go. Was there anything else? Nope. That's it. All right. Well, if that's everything, thank you for calling and have a wonderful day. Thank you. Mm, bye. You're welcome. Mm, bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi. Um, this is Sherri Horne and I got a, a message saying that I needed to make an, make a payment-

Speaker speaker_0: Okay. Um-

Speaker speaker_1: ... from a phone company.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And last four of your Social?

Speaker speaker_1: Zero, zero, five, five.

Speaker speaker_0: Thank you. Ms. Horne, could you verify your address and date of birth for me?

Speaker speaker_1: 4541 Newcomb Drive, Plano, Texas 75093. Uh, 12/25/65.

Speaker speaker_0: Thank you. Phone on file we have is 918-815-9056.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Payment for your insurance premium for the week is \$22.90. Um, let me get to that payment screen. One moment. All right. Is the payment card in your name?

Speaker speaker_1: Yes.

Speaker speaker_0: And is Newcomb Drive the billing address?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Go ahead with that card number.

Speaker speaker_1: Uh, just one second. Okay. 4400-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 6684-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 8827-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 8997.

Speaker speaker_0: Thank you. The expiration date?

Speaker speaker_1: 7/29.

Speaker speaker_0: And the security code?

Speaker speaker_1: 511.

Speaker speaker_0: All right. Payment successful. You should be getting an, uh, email with a receipt to the email address that we have on file, the skhorn@hotmail.com. And you're good to go. Was there anything else?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: All right. Well, if that's everything, thank you for calling and have a wonderful day.

Speaker speaker_1: Thank you. Mm, bye.

Speaker speaker_0: You're welcome. Mm, bye now.