

## **Transcript: Chris Sofield**

**(deactivated)-5965489457119232-6723692784467968**

### **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? Hey, my name is Gabrielle Hawk and, um, I was calling in response to, like, a text message I got about- Okay. What did- ... credit Okay. And what did it say, ma'am? You said what, now? The- Uh, what did the text message say, ma'am? Oh. Um, well, I'm with BG Stacking and, uh, what else do you need from me to pull up my account? Well, first of all, um, I would need the last four of your Social, but I, but- Four of- ... just to kind of get- I'm just calling to make a payment. ... just to kind of get an idea. Just calling to make a payment. Oh, okay. Yeah. Okay. All right. Sorry. All right. So- And the last four of your Social again? 4330. Thank you. Ms. Hawk, could you verify your address and your date of birth for me, please? Uh, 25 Terminus Place, Atlanta 30305 and 10/18/90. Okay. And then the, uh, phone number on file we have is 651-888-9548. Is that correct? Yeah. Okay. One moment. Is the payment card in your name? Yes. And then is Terminus Place the billing address? Yeah. And the same zip and all. Okay. All right. Uh, payment today is going to be \$24.11. Uh, go ahead with the card number. Okay. Uh, 5143... 7720... Okay. ... 7789... Okay. ... 1456. All right. And the expiration date? 1/28. No, no, no. 5/29. Okay. And then the security code. 141. Thank you. All right. Payment successful. You should be good to go. Anything else? No, that was it. Thanks so much. You're welcome. Thanks for calling and have a good day. You, too.

### **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: Hey, my name is Gabrielle Hawk and, um, I was calling in response to, like, a text message I got about-

Speaker speaker\_1: Okay. What did-

Speaker speaker\_2: ... credit

Speaker speaker\_3: Okay. And what did it say, ma'am?

Speaker speaker\_2: You said what, now? The-

Speaker speaker\_3: Uh, what did the text message say, ma'am?

Speaker speaker\_2: Oh. Um, well, I'm with BG Stacking and, uh, what else do you need from me to pull up my account?

Speaker speaker\_3: Well, first of all, um, I would need the last four of your Social, but I, but-

Speaker speaker\_2: Four of-

Speaker speaker\_3: ... just to kind of get-

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

Speaker speaker\_3: ... just to kind of get an idea.

Speaker speaker\_2: Just calling to make a payment.

Speaker speaker\_3: Oh, okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_3: Okay. All right. Sorry.

Speaker speaker\_2: All right. So-

Speaker speaker\_3: And the last four of your Social again?

Speaker speaker\_2: 4330.

Speaker speaker\_3: Thank you. Ms. Hawk, could you verify your address and your date of birth for me, please?

Speaker speaker\_2: Uh, 25 Terminus Place, Atlanta 30305 and 10/18/90.

Speaker speaker\_3: Okay. And then the, uh, phone number on file we have is 651-888-9548. Is that correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_3: Okay. One moment. Is the payment card in your name?

Speaker speaker\_2: Yes.

Speaker speaker\_3: And then is Terminus Place the billing address?

Speaker speaker\_2: Yeah. And the same zip and all.

Speaker speaker\_3: Okay. All right. Uh, payment today is going to be \$24.11. Uh, go ahead with the card number.

Speaker speaker\_2: Okay. Uh, 5143... 7720...

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... 7789...

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... 1456.

Speaker speaker\_3: All right. And the expiration date?

Speaker speaker\_2: 1/28. No, no, no. 5/29.

Speaker speaker\_3: Okay. And then the security code.

Speaker speaker\_2: 141.

Speaker speaker\_3: Thank you. All right. Payment successful. You should be good to go. Anything else?

Speaker speaker\_2: No, that was it. Thanks so much.

Speaker speaker\_3: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: You, too.