

## **Transcript: Chris Sofield**

**(deactivated)-6310185145516032-6120358798213120**

### **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, yes, my name is Kevin McCarley and I'm, uh, I have insurance through, uh, through a temporary place called, uh, BBG Personnel. Okay. Which I'm not... Well, I'm not working for them anymore, but I'm continuing my insurance so I'm calling in to make a lev- weekly payment. Okay. Uh, what's the last four of your social, sir? 3069. Thank you. Mr. McCarley, could you verify your address and your date of birth for me? Sure. 6919 Cherry Meadow Drive, Austin, Texas 78745 and 09/13/1972. Thank you. And then we have a phone number on file of 737-351-5678. Got it. Got it. All right. All right. Payment today is going to be \$5.34. Payment card in your name, Mr. McCarley? Yes. All right. And Cherry Meadow Drive the billing address? Right. All right. One moment. Go ahead with that card number. 434258021920649. All right. Expiration date? 0728. And security code? 556. All right. All right. Payment successful. Should be receiving a receipt via email shortly. Anything else? Oh, that's, that's all. Thank you. Have a wonderful day. All right. You too. Thanks for calling. Bye now. Bye-bye. Sure thing.

### **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, yes, my name is Kevin McCarley and I'm, uh, I have insurance through, uh, through a temporary place called, uh, BBG Personnel.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Which I'm not... Well, I'm not working for them anymore, but I'm continuing my insurance so I'm calling in to make a lev- weekly payment.

Speaker speaker\_1: Okay. Uh, what's the last four of your social, sir?

Speaker speaker\_2: 3069.

Speaker speaker\_1: Thank you. Mr. McCarley, could you verify your address and your date of birth for me?

Speaker speaker\_2: Sure. 6919 Cherry Meadow Drive, Austin, Texas 78745 and 09/13/1972.

Speaker speaker\_1: Thank you. And then we have a phone number on file of 737-351-5678.

Speaker speaker\_2: Got it.

Speaker speaker\_1: Got it. All right. All right. Payment today is going to be \$5.34. Payment card in your name, Mr. McCarley?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And Cherry Meadow Drive the billing address?

Speaker speaker\_2: Right.

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

Speaker speaker\_2: 434258021920649.

Speaker speaker\_1: All right. Expiration date?

Speaker speaker\_2: 0728.

Speaker speaker\_1: And security code?

Speaker speaker\_2: 556.

Speaker speaker\_1: All right. All right. Payment successful. Should be receiving a receipt via email shortly. Anything else?

Speaker speaker\_2: Oh, that's, that's all. Thank you. Have a wonderful day.

Speaker speaker\_1: All right. You too. Thanks for calling. Bye now.

Speaker speaker\_2: Bye-bye. Sure thing.