

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benifits and Co. My name is Stephanie. How can I assist you? Yes, I'm calling to make a payment, a premium payment. Okay. Um, what staff and agency do you work for? Oxford Global Resources. Okay. And then what are the last four of your social? 5984. Okay, thank you. What's your first and last name? Patricia Leary. And for security purposes, could you verify your address as well as your date of birth? 705 Whitehall Drive, Madison, Wisconsin, 53714. And my birthdate is 10/5/63. Okay. And then is your phone number 312-770-0986? Yes. Okay. Then I have the email address as leary.pat@yahoo.com. Is that still up-to-date? Yes. Okay. And then did you want to make the payment for the week of the 4th to the 10th? Um, if they... So, uh, my understanding is I can pay... I've, I've done two weeks already. Mm-hmm. And I've just... So I've, I've been terminated from this job. Gotcha. And so, uh, they said that... The last person I talked to at your number said I can do four weeks and then I go to COBRA. Mm-hmm. Yes, ma'am. So do you want me... I know that at least one week is due now. Is this fourth week also due? Or- So I can't take- I don't think so. Okay. So I can't take future payments. So if you want to pay the week from the 11th to the 17th, you would have to call on Monday. But I can go ahead and take the payment, uh, from the 4th to the 10th. Okay. Which- Yeah, let's just do that then. Okay. All right, give me one second. Okay. So... So you're... It's gonna be \$47.07. Um- Right. ... is the cardholder's name, um, your name? Patricia- Mm-hmm. ... Patricia? Mm-hmm. Okay. With your middle initial or just your first and last name? N- no, just... There's nothing on the card for my middle name. Okay, gotcha. And then the billing address, is it the same one on file? Yes. What was the zip code? 53714. Okay. And then I'm ready for the credit card number. If you could just give me four numbers at a time. Yeah. 5463. Okay. 0900. Okay. 7664. Uh-huh. 4418. Okay, thank you. And then what's the security code? 975. And the expiration date? 05/27. You said 0520-2027? 27. Mm-hmm. Okay. And then is that a good email address to send the receipt to? Yes. Okay. Okay, ma'am. Thank you for your payment. I went ahead and sent you your receipt to the email on file, okay? So that should cover the week from the 4th to the 10th. And then on Monday, you're welcome to give us a call. Okay, thanks so much. You're welcome. Have a nice day. Thank you for calling. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benifits and Co. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, I'm calling to make a payment, a premium payment.

Speaker speaker_1: Okay. Um, what staff and agency do you work for?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: Okay. And then what are the last four of your social?

Speaker speaker_2: 5984.

Speaker speaker_1: Okay, thank you. What's your first and last name?

Speaker speaker_2: Patricia Leary.

Speaker speaker_1: And for security purposes, could you verify your address as well as your date of birth?

Speaker speaker_2: 705 Whitehall Drive, Madison, Wisconsin, 53714. And my birthdate is 10/5/63.

Speaker speaker_1: Okay. And then is your phone number 312-770-0986?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Then I have the email address as leary.pat@yahoo.com. Is that still up-to-date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then did you want to make the payment for the week of the 4th to the 10th?

Speaker speaker_2: Um, if they... So, uh, my understanding is I can pay... I've, I've done two weeks already.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I've just... So I've, I've been terminated from this job.

Speaker speaker_1: Gotcha.

Speaker speaker_2: And so, uh, they said that... The last person I talked to at your number said I can do four weeks and then I go to COBRA.

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_2: So do you want me... I know that at least one week is due now. Is this fourth week also due? Or-

Speaker speaker_1: So I can't take-

Speaker speaker_2: I don't think so.

Speaker speaker_1: Okay. So I can't take future payments. So if you want to pay the week from the 11th to the 17th, you would have to call on Monday. But I can go ahead and take the payment, uh, from the 4th to the 10th.

Speaker speaker_2: Okay.

Speaker speaker_1: Which-

Speaker speaker_2: Yeah, let's just do that then.

Speaker speaker_1: Okay. All right, give me one second. Okay. So... So you're... It's gonna be \$47.07. Um-

Speaker speaker_2: Right.

Speaker speaker_1: ... is the cardholder's name, um, your name? Patric-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... Patricia?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. With your middle initial or just your first and last name?

Speaker speaker_2: N- no, just... There's nothing on the card for my middle name.

Speaker speaker_1: Okay, gotcha. And then the billing address, is it the same one on file?

Speaker speaker_2: Yes.

Speaker speaker_1: What was the zip code?

Speaker speaker_2: 53714.

Speaker speaker_1: Okay. And then I'm ready for the credit card number. If you could just give me four numbers at a time.

Speaker speaker_2: Yeah. 5463.

Speaker speaker_1: Okay.

Speaker speaker_2: 0900.

Speaker speaker_1: Okay.

Speaker speaker_2: 7664.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: 4418.

Speaker speaker_1: Okay, thank you. And then what's the security code?

Speaker speaker_2: 975.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: 05/27.

Speaker speaker_1: You said 0520-2027?

Speaker speaker_2: 27. Mm-hmm.

Speaker speaker_1: Okay. And then is that a good email address to send the receipt to?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay, ma'am. Thank you for your payment. I went ahead and sent you your receipt to the email on file, okay? So that should cover the week from the 4th to the 10th. And then on Monday, you're welcome to give us a call.

Speaker speaker_2: Okay, thanks so much.

Speaker speaker_1: You're welcome. Have a nice day. Thank you for calling.

Speaker speaker_2: You too. Bye-bye.