

## **Transcript: Justin**

**Mills-5822010882998272-5049330462310400**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. I need to make a premium payment, please. Okay. What's the staffing agency you work for? Uh, TRC. And the last four of your social? 6241. Hello. And what was your first and last name? Uh, Jonathan Allison. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Jonathan? 425 South Washington Street, Rossville, Georgia 30741. And your date of birth? 11/7/99. And a good telephone number have a 678-767-0435. That's correct. And the email I have is jmallison99 at gmail? Yep. Okay, so let me get this direct payment set up for you real quick. Let's see here. And just to confirm, the same address we have on file is the same as your billing address? Yep. Okay. Jonathan's... And the credit card number? 4737023930643774. And the expiration date? 06/27. Seven. And the CVC number? 282. Makes sense. Okay, well, I'm about to go ahead and process this direct payment of \$45.35. All right. Okay, so payment was successful. Was there anything else I could help you out with today, Jonathan? That's it. Awesome. Well, you have a wonderful day, okay? Thank you. You, too. Thank you. Bye-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 Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey. I need to make a premium payment, please.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Uh, TRC.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 6241.

Speaker speaker\_3: Hello.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Uh, Jonathan Allison.

Speaker speaker\_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Jonathan?

Speaker speaker\_2: 425 South Washington Street, Rossville, Georgia 30741.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 11/7/99.

Speaker speaker\_1: And a good telephone number have a 678-767-0435.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is jmallison99 at gmail?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay, so let me get this direct payment set up for you real quick. Let's see here. And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Jonathan's... And the credit card number?

Speaker speaker\_2: 4737023930643774.

Speaker speaker\_1: And the expiration date?

Speaker speaker\_2: 06/27.

Speaker speaker\_1: Seven. And the CVC number?

Speaker speaker\_2: 282.

Speaker speaker\_1: Makes sense. Okay, well, I'm about to go ahead and process this direct payment of \$45.35.

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay, so payment was successful. Was there anything else I could help you out with today, Jonathan?

Speaker speaker\_2: That's it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Thank you. You, too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.