

## **Transcript: Justin**

**Mills-6251025113497600-6155479606575104**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Uh, yeah, I, I had a lapse in coverage. Uh, there was one week, uh, that I... Thanksgiving holiday, I didn't work that week, so I didn't get paid the next day, so I guess I, I need to try to pay the, the \$31 that, uh, uh, with, with the Hamilton Ryker didn't pay. Okay. Um, which staffing agency you work for of Hamilton Ryker, you said? Uh, yes, Hamilton Ryker. And what's the last four of your social? Uh, 6002. And your first and last name? Uh, first name Vent, last name Mixon. And for security purposes, can you verify the home address, including city, state and zip code, Vent? Uh, yes, uh, the address is 2035 Lauren Road, Camden, Mississippi, zip code 39045. And your date of birth? Uh, October the ninth, 1964. And a good telephone number have a 662-315-6244? Uh, yes. And the email has mixon\_28@hotmail? Yes, that's correct. Okay, so let me get that direct payment set up for you real quick. So let's see. Okay. And just to confirm, the same address that we have on file is the same as your billing address? Uh, yes. Okay. 'Cause I, I, I w- I had a Healthy You, uh... Let's see, the... I had a Healthy You I think Tuesday, so I'm just trying to make sure I pay it so that, um, when they, when they, uh, submit the claim that I at least, at least will get paid. Totally understand. Um, so what's the credit card number? Okay, the credit card number's going to be, uh, 4765... 4600... 3658... 8716. And the expiration date? Expiration date's gonna be 01/25. And the CVC number? Uh, that's going to be 005. Okay. Well, I'm gonna go ahead and process the direct payment of \$31.67. Okay. Okay, so payment was successful. Is there anything else I could help you out with today, Mr. Mixon? Uh, no, sir. I appreciate it. You have... Thank you. You have a good day now. You do the same, okay? All right. All right, 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 Occurred. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yeah, I, I had a lapse in coverage. Uh, there was one week, uh, that I... Thanksgiving holiday, I didn't work that week, so I didn't get paid the next day, so I guess I, I need to try to pay the, the \$31 that, uh, uh, with, with the Hamilton Ryker didn't pay.

Speaker speaker\_1: Okay. Um, which staffing agency you work for of Hamilton Ryker, you said?

Speaker speaker\_2: Uh, yes, Hamilton Ryker.

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

Speaker speaker\_2: Uh, 6002.

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

Speaker speaker\_2: Uh, first name Vent, last name Mixon.

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

Speaker speaker\_2: Uh, yes, uh, the address is 2035 Lauren Road, Camden, Mississippi, zip code 39045.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, October the ninth, 1964.

Speaker speaker\_1: And a good telephone number have a 662-315-6244?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: And the email has mixon\_28@hotmail?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Okay, so let me get that direct payment set up for you real quick. So let's see.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And just to confirm, the same address that we have on file is the same as your billing address?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: 'Cause I, I, I w- I had a Healthy You, uh... Let's see, the... I had a Healthy You I think Tuesday, so I'm just trying to make sure I pay it so that, um, when they, when they, uh, submit the claim that I at least, at least will get paid.

Speaker speaker\_1: Totally understand. Um, so what's the credit card number?

Speaker speaker\_2: Okay, the credit card number's going to be, uh, 4765... 4600... 3658... 8716.

Speaker speaker\_1: And the expiration date?

Speaker speaker\_2: Expiration date's gonna be 01/25.

Speaker speaker\_1: And the CVC number?

Speaker speaker\_2: Uh, that's going to be 005.

Speaker speaker\_1: Okay. Well, I'm gonna go ahead and process the direct payment of \$31.67.

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: Uh, no, sir. I appreciate it. You have... Thank you. You have a good day now.

Speaker speaker\_1: You do the same, okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: All right, bye-bye.