

Transcript: Malcolm

Nash-4936432202334208-5319140900388864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Alexander. I am, I'm a contracted employee. I didn't get paid last week, and I need to pay this week so that I can, uh, smoothly attend my physical today. What staffing company do you work for? PRC. Do I ask for your social? 2631. First name? Alexander. Last name? Hudson. For security purposes, can you verify your address and date of birth for me? 9894. Address is 174 Chester Avenue Southeast, Unit 117, Atlanta, Georgia 30316. Thank you. So yeah, your phone number 404-375-9936? Yes. And your email's hudson@works@gmail.com? Yes. Malcolm, put you on a brief hold. Sure. Thank you. Are you there, Mr. Hudson? Yeah. All right. So, the total today will be \$2,009.18. Is the address the same as what we have on file for your card that you're paying with? Yeah. Okay. I'm ready for that card number. Okay. Is there like an online link that you can send me? No, sir. It will be sent. It'll be, uh, your receipt will be sent via email. Okay. So there's like nothing, there's no like link or like I can't do this on my own, I do have to call? I just want to make sure. Yes, sir. Okay. It's 5424-1813-6160-2639. All right. I'm ready for the security code. 702. And expiration date? Uh, 5/27. You... Got your email. Is there anything else I can help you with today, Mr. Hudson? Uh, no, that'll be all. Thank you. Uh, actually, yes. When does this take effect? What do you mean, when does it take... What do you mean? I have a physical later today, that's why I needed to pay for it today. Malcolm, put you on brief hold. Sure. It should be active today, Mr. Hudson. Okay. Thank you. No problem. Was there anything else I can help you with today? No. You've been brilliant. I appreciate it. No problem, Mr. Hudson. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You as well. Take care. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Alexander. I am, I'm a contracted employee. I didn't get paid last week, and I need to pay this week so that I can, uh, smoothly attend my physical today.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: PRC.

Speaker speaker_1: Do I ask for your social?

Speaker speaker_2: 2631.

Speaker speaker_1: First name?

Speaker speaker_2: Alexander.

Speaker speaker_1: Last name?

Speaker speaker_2: Hudson.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 9894. Address is 174 Chester Avenue Southeast, Unit 117, Atlanta, Georgia 30316.

Speaker speaker_1: Thank you. So yeah, your phone number 404-375-9936?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email's hudson@works@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Malcolm, put you on a brief hold.

Speaker speaker_2: Sure.

Speaker speaker_1: Thank you. Are you there, Mr. Hudson?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So, the total today will be \$2,009.18. Is the address the same as what we have on file for your card that you're paying with?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I'm ready for that card number.

Speaker speaker_2: Okay. Is there like an online link that you can send me?

Speaker speaker_1: No, sir. It will be sent. It'll be, uh, your receipt will be sent via email.

Speaker speaker_2: Okay. So there's like nothing, there's no like link or like I can't do this on my own, I do have to call? I just want to make sure.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. It's 5424-1813-6160-2639.

Speaker speaker_1: All right. I'm ready for the security code.

Speaker speaker_2: 702.

Speaker speaker_1: And expiration date?

Speaker speaker_2: Uh, 5/27.

Speaker speaker_1: You... Got your email. Is there anything else I can help you with today, Mr. Hudson?

Speaker speaker_2: Uh, no, that'll be all. Thank you. Uh, actually, yes. When does this take effect?

Speaker speaker_1: What do you mean, when does it take... What do you mean?

Speaker speaker_2: I have a physical later today, that's why I needed to pay for it today.

Speaker speaker_1: Malcolm, put you on brief hold.

Speaker speaker_2: Sure.

Speaker speaker_1: It should be active today, Mr. Hudson.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today?

Speaker speaker_2: No. You've been brilliant. I appreciate it.

Speaker speaker_1: No problem, Mr. Hudson. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You as well. Take care.

Speaker speaker_1: Thank you. Bye.