

Transcript: Malcolm

Nash-6095749449728000-5292630763585536

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? Hey, I need to make my premium payment 'cause right now I am not working due to an accident. I'm still waiting on my, uh, my accident claim to process. What staffing company do you work for? Uh, TRC. Last four of your social? Uh, 6241. First name? Jonathan. Last name? Allison. All right, for security purposes, can you verify your address and date of birth for me? Uh, 425 South Washington Street, Rossville, Georgia 30741. Uh, birthday 11/07/1999. Thank you. Let's see, we got your phone number, 678-767-04, uh, 0435. That is correct. And your email is jmalice...

jmallison99@gmail.com? That is correct. Thank you. You mind if I put you on a brief hold? Yep. Thank you. Are you there, Mr. Allison? Yes. All right, so you, you will have to make a, uh, payment for this week and last week in order to make that premium payment. That's fine. So- Uh, is there a way I can go ahead and do next week too? No, sir. You'll have to call next week and do it that way. Okay. Right, so your total today will be \$90.70. All right. Wait one minute. Is the name, is your name the ones on the file? I mean, that's on the card? Yes. Okay. And the billing address the same as well? Yes. Okay. All right. I'm ready for the card number whenever you are. 5119601301103794. And your CVV number? 278. And expiration date? 1127. All right. You should receive it... You should get a receipt and then an email. Did you hear me? Yeah, I heard you. Okay. So that payment went through. Was there anything else that I can help you with today, Mr. Allison? Uh, nope, that's it. Okay, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend. Thank you. You too. 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: Hey, I need to make my premium payment 'cause right now I am not working due to an accident. I'm still waiting on my, uh, my accident claim to process.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: Last four of your social?

Speaker speaker_2: Uh, 6241.

Speaker speaker_1: First name?

Speaker speaker_2: Jonathan.

Speaker speaker_1: Last name?

Speaker speaker_2: Allison.

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

Speaker speaker_2: Uh, 425 South Washington Street, Rossville, Georgia 30741. Uh, birthday 11/07/1999.

Speaker speaker_1: Thank you. Let's see, we got your phone number, 678-767-04, uh, 0435.

Speaker speaker_2: That is correct.

Speaker speaker_1: And your email is jmalice... jmallison99@gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Thank you. You mind if I put you on a brief hold?

Speaker speaker_2: Yep.

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

Speaker speaker_2: Yes.

Speaker speaker_1: All right, so you, you will have to make a, uh, payment for this week and last week in order to make that premium payment.

Speaker speaker_2: That's fine.

Speaker speaker_1: So-

Speaker speaker_2: Uh, is there a way I can go ahead and do next week too?

Speaker speaker_1: No, sir. You'll have to call next week and do it that way.

Speaker speaker_2: Okay.

Speaker speaker_1: Right, so your total today will be \$90.70.

Speaker speaker_2: All right.

Speaker speaker_1: Wait one minute. Is the name, is your name the ones on the file? I mean, that's on the card?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And the billing address the same as well?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. I'm ready for the card number whenever you are.

Speaker speaker_2: 5119601301103794.

Speaker speaker_1: And your CVV number?

Speaker speaker_2: 278.

Speaker speaker_1: And expiration date?

Speaker speaker_2: 1127.

Speaker speaker_1: All right. You should receive it... You should get a receipt and then an email. Did you hear me?

Speaker speaker_2: Yeah, I heard you.

Speaker speaker_1: Okay. So that payment went through. Was there anything else that I can help you with today, Mr. Allison?

Speaker speaker_2: Uh, nope, that's it.

Speaker speaker_1: Okay, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.