

## **Transcript: Pamela**

**Blanc-5619191826661376-5116991769722880**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, may I take your order? Hi, how are you speaking? I'm at a health conference. Hi, I just got a text message that just tells me that my coverage is missing a payment. Okay, so we are the administrator for the health insurance, um, for the staffing agency. Are you currently working for them? Yes. Okay, so most likely, um, if you missed a week of work, we probably didn't receive the premium from you, for your benefits, and they're letting you know that we- Okay, am I able to pay that? Because I have an appointment tomorrow. Yes, ma'am. Who do you work for? Clinical Staffing, um, yeah, Clinical Solutions Resources, I believe it's called. Okay. And, let's see. Clinical Staffing Res- Resources, ma'am? Yeah, I think it's either Clinical Solutions Resources... Mm-hmm. And the last four digits of the social? 4994. Can you say your first and last name, miss? Ashley Washington. Miss Washington, for security reasons, we need to make sure we are in the correct file. Can you please verify the complete address and date of birth? 401 East 7th Avenue, Apartment 924, Tampa, Florida 33602. Okay. You wanted the address and what else? Um, your date of birth. 06/13/85. Thank you. We have a telephone number on file which is 407-288-3524. Yes. And your email is ashleysierra160@yahoo.com? Yes. Okay. And we're using your mailing address as your billing address? Yes. All right. All right, so... And you're going to be making a payment of \$17.67? Yes. Give me one more second. The system's gotten slow. It's something like... I'm sorry it's taking this long. Okay. I'm ready for the card whenever you are, ma'am. Is there another card on file? We do not keep them. No, ma'am. Okay. All right, 'cause the last time they did, so... The card number is 4535-0603-1625-7740. I'm going to read it back to you to make sure I have it correct. I have 4535-0603-1625-77440? Yes. And the expiration date? 6/29. And the security code? 634. All right. So we're going to say you... Oh, hold on. 534... The expiration date is 6/29, and the security code is- It's 629. That's your expiration date? Yeah, 6/29. Okay. And the security code's 634? Yes. Right. So it says, it says failed transaction, so I just want to make sure I put it correctly. Give me one second. Let me... All right, now. All right. Okay, so you're going to get an email with the receipt. Okay. Is there anything else I could do for you, ma'am? No. All right. Thank you for giving us a good, good day. Have a great holiday. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello, may I take your order?

Speaker speaker\_2: Hi, how are you speaking? I'm at a health conference.

Speaker speaker\_1: Hi, I just got a text message that just tells me that my coverage is missing a payment.

Speaker speaker\_2: Okay, so we are the administrator for the health insurance, um, for the staffing agency. Are you currently working for them?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, so most likely, um, if you missed a week of work, we probably didn't receive the premium from you, for your benefits, and they're letting you know that we-

Speaker speaker\_1: Okay, am I able to pay that? Because I have an appointment tomorrow.

Speaker speaker\_2: Yes, ma'am. Who do you work for?

Speaker speaker\_1: Clinical Staffing, um, yeah, Clinical Solutions Resources, I believe it's called.

Speaker speaker\_2: Okay. And, let's see. Clinical Staffing Res- Resources, ma'am?

Speaker speaker\_1: Yeah, I think it's either Clinical Solutions Resources...

Speaker speaker\_2: Mm-hmm. And the last four digits of the social?

Speaker speaker\_1: 4994.

Speaker speaker\_2: Can you say your first and last name, miss?

Speaker speaker\_1: Ashley Washington.

Speaker speaker\_2: Miss Washington, for security reasons, we need to make sure we are in the correct file. Can you please verify the complete address and date of birth?

Speaker speaker\_1: 401 East 7th Avenue, Apartment 924, Tampa, Florida 33602.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You wanted the address and what else?

Speaker speaker\_2: Um, your date of birth.

Speaker speaker\_1: 06/13/85.

Speaker speaker\_2: Thank you. We have a telephone number on file which is 407-288-3524.

Speaker speaker\_1: Yes.

Speaker speaker\_2: And your email is ashleysierra160@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. And we're using your mailing address as your billing address?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right. All right, so... And you're going to be making a payment of \$17.67?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Give me one more second. The system's gotten slow. It's something like... I'm sorry it's taking this long. Okay. I'm ready for the card whenever you are, ma'am.

Speaker speaker\_1: Is there another card on file?

Speaker speaker\_2: We do not keep them. No, ma'am.

Speaker speaker\_1: Okay. All right, 'cause the last time they did, so... The card number is 4535-0603-1625-7740.

Speaker speaker\_2: I'm going to read it back to you to make sure I have it correct. I have 4535-0603-1625-77440?

Speaker speaker\_1: Yes.

Speaker speaker\_2: And the expiration date?

Speaker speaker\_1: 6/29.

Speaker speaker\_2: And the security code?

Speaker speaker\_1: 634.

Speaker speaker\_2: All right. So we're going to say you... Oh, hold on. 534... The expiration date is 6/29, and the security code is-

Speaker speaker\_1: It's 629.

Speaker speaker\_2: That's your expiration date?

Speaker speaker\_1: Yeah, 6/29.

Speaker speaker\_2: Okay. And the security code's 634?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Right. So it says, it says failed transaction, so I just want to make sure I put it correctly. Give me one second. Let me... All right, now. All right. Okay, so you're going to get an email with the receipt.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Is there anything else I could do for you, ma'am?

Speaker speaker\_1: No.

Speaker speaker\_2: All right. Thank you for giving us a good, good day. Have a great holiday.

Speaker speaker\_1: You too.