

## **Transcript: Pamela**

**Blanc-6083814542589952-5367402119348224**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Uh, yes, my name is Kevin McArley and, uh, I have insurance through y'all, um, through, uh, BG Staffing. Um, I don't work for them anymore, uh, but I'm con- continuing my insurance payments, like, weekly. Okay. May I have the last nine digits of your social security? Sure. It's 3069. Your first and last name, sir? Kevin McArley. Kevin McArley. Mr. McArley, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Uh-huh. Okay. It's, uh, 91372 and 6919 Cherry Meadow Drive, Austin, Texas 78745. Thank you for that information. Sure. We have a telephone number on file which is 735-15678. Right. And are you using the, uh, mailing address as our billing address? Yes. Okay. Uh, one sec. All right. I'm ready for the card whenever you are. Okay. It's 4342-5802-1920-0649. Okay. I'm gonna read it back to you to make sure I have it correct. Um, it's 4342-5802-1920-0619? Yes. And the security code? 556. And the expiration date? 0728. Okay. We're gonna be charging \$5.34. Okay. Let me see. And you said the se- security code was 556, right? Right. And expiration date 07228? 8, yep. All right. I'm gonna... Uh, I'm gonna read back this card because it's giving me invalid. Let me just double check it. 4342- Hold on. ... 5802- Hold on, I'm getting that. Hello? Hello? Um, hold on. Yeah. Okay. 4342-5802-1920-0649. Oh, 49. I got 19. Sorry. Oh, okay. Now it went through. Okay. Right? All right, So is there anything else I can do for you? No, that's it . Thank you very much. All right. Have a good day. Thank you. All right. Bye-bye. Okay.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, my name is Kevin McArley and, uh, I have insurance through y'all, um, through, uh, BG Staffing. Um, I don't work for them anymore, uh, but I'm con- continuing my insurance payments, like, weekly.

Speaker speaker\_1: Okay. May I have the last nine digits of your social security?

Speaker speaker\_2: Sure. It's 3069.

Speaker speaker\_1: Your first and last name, sir?

Speaker speaker\_2: Kevin McArley.

Speaker speaker\_1: Kevin McArley. Mr. McArley, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_2: Uh-huh. Okay. It's, uh, 91372 and 6919 Cherry Meadow Drive, Austin, Texas 78745.

Speaker speaker\_1: Thank you for that information.

Speaker speaker\_2: Sure.

Speaker speaker\_1: We have a telephone number on file which is 735-15678.

Speaker speaker\_2: Right.

Speaker speaker\_1: And are you using the, uh, mailing address as our billing address?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Uh, one sec. All right. I'm ready for the card whenever you are.

Speaker speaker\_2: Okay. It's 4342-5802-1920-0649.

Speaker speaker\_1: Okay. I'm gonna read it back to you to make sure I have it correct. Um, it's 4342-5802-1920-0619?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the security code?

Speaker speaker\_2: 556.

Speaker speaker\_1: And the expiration date?

Speaker speaker\_2: 0728.

Speaker speaker\_1: Okay. We're gonna be charging \$5.34.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let me see. And you said the se- security code was 556, right?

Speaker speaker\_2: Right.

Speaker speaker\_1: And expiration date 07228?

Speaker speaker\_2: 8, yep.

Speaker speaker\_1: All right. I'm gonna... Uh, I'm gonna read back this card because it's giving me invalid. Let me just double check it. 4342-

Speaker speaker\_2: Hold on.

Speaker speaker\_1: ... 5802-

Speaker speaker\_2: Hold on, I'm getting that.

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_2: Um, hold on. Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: 4342-5802-1920-0649.

Speaker speaker\_1: Oh, 49. I got 19. Sorry.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Now it went through.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Right?

Speaker speaker\_2: All right,

Speaker speaker\_1: So is there anything else I can do for you?

Speaker speaker\_2: No, that's it . Thank you very much.

Speaker speaker\_1: All right.

Speaker speaker\_2: Have a good day.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_1: Okay.