

## **Transcript: Pamela**

**Blanc-6512856469258240-6704896939311104**

### **Full Transcript**

Hello? Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Yes, ma'am. I'd like to make a payment. May I have the last four digits of your social and the staffing agency you work for? Okay, last four digits is 9907 and it was Oxford... Your first and last name, sir? Doug Schluterbech. Okay. Mr. Schluterbech, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay, my address is 2701 Idler Way, Walled Lake, Michigan. My, um, birthday is 04/04/1954. Thank you for the, the information. We have a telephone number on file, 937-241-1737 and your email is doug\_, your last name, @yahoo.com? Yes, ma'am. All right, sir. Um, mister, are we using the mailing address we have as a billing address? Sir? 2701 Idler Way, Walled Lake, Michigan, 48390. I, yes, we do have the address. I just wanna know if that's the same address we're gonna use for the payment. Yes, ma'am. Okay. All right, I'm ready for the card whenever you are, sir. Okay, it's 47370220-5393471. Okay, I'm gonna read it back to you just to make sure I have it correct. It's 43, I mean, sorry, 4737022005, 9, 393471. Yes, ma'am. Okay, and the expiration date? 05/28. And the security code? 675. Okay. We're gonna be sending a confirmation... I think I just got it. ... on email. Okay. Okay, hold on. No problem. Receipt, customer, invoice number. Okay, I've got an invoice number. Mm-hmm. 1234567. All right. Is there anything else I can do for you, sir? No, that'll do it. All right, thank you for giving us a call. Have a great rest of the day, sir. Thank you. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello?

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

Speaker speaker\_0: Yes, ma'am. I'd like to make a payment.

Speaker speaker\_1: May I have the last four digits of your social and the staffing agency you work for?

Speaker speaker\_0: Okay, last four digits is 9907 and it was Oxford...

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

Speaker speaker\_0: Doug Schluterbech.

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

Speaker speaker\_0: Okay, my address is 2701 Idler Way, Walled Lake, Michigan. My, um, birthday is 04/04/1954.

Speaker speaker\_1: Thank you for the, the information. We have a telephone number on file, 937-241-1737 and your email is doug\_, your last name, @yahoo.com?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right, sir. Um, mister, are we using the mailing address we have as a billing address? Sir?

Speaker speaker\_0: 2701 Idler Way, Walled Lake, Michigan, 48390.

Speaker speaker\_1: I, yes, we do have the address. I just wanna know if that's the same address we're gonna use for the payment.

Speaker speaker\_0: Yes, ma'am.

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

Speaker speaker\_0: Okay, it's 47370220-5393471.

Speaker speaker\_1: Okay, I'm gonna read it back to you just to make sure I have it correct. It's 43, I mean, sorry, 4737022005, 9, 393471.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, and the expiration date?

Speaker speaker\_0: 05/28.

Speaker speaker\_1: And the security code?

Speaker speaker\_0: 675.

Speaker speaker\_1: Okay. We're gonna be sending a confirmation...

Speaker speaker\_0: I think I just got it.

Speaker speaker\_1: ... on email. Okay.

Speaker speaker\_0: Okay, hold on.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Receipt, customer, invoice number. Okay, I've got an invoice number.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: 1234567.

Speaker speaker\_1: All right. Is there anything else I can do for you, sir?

Speaker speaker\_0: No, that'll do it.

Speaker speaker\_1: All right, thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_0: Thank you. Bye now.

Speaker speaker\_1: Bye.