

## Transcript: Pearl

**Rojas-5756361739649024-5822624495091712**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, is this- Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl f■■■bá■u. Who else was I just speaking with? Uh, Ashley Washington. And how can I assist you? Um, I need to pay for my lapse in coverage. I'm sorry, you, you said you needed to make a payment? Yes. Okay, what's the name of the staffing agency you work for? Clinical Solutions. And the last four digits of your Social? 4994. All righty. And if you can verify your address and date of birth. Um, June 13th, 1985, 401 East 7th Avenue, Tampa, Florida 33602, apartment 924. Okay, enter your phone number as 407-288-3524. Yes. Can I have your email address as ashleyc16@yahoo.com? Yes. Okay, be here. So the i- so this is actually the second week you don't have active coverage. Um, you would have to pay both- That's fine, I'm gonna pay both. That's fine. Okay. All righty. And is the name on the account, uh, the same as the name on the card? Yes. All righty. So if I pay both then the coverage will be good until Friday, right? Until the 19th. Yes. Sunday. Oh. Oh, Sunday? Mm-hmm. Okay. And is the billing address the same as the address on the account as well? Yes. And what is that card number? Um, 45350603. 1625-7740. All righty. And the security code? I'm sorry? The security code? 634. And the expiration date? That is 6/29. 6/29? Yes, ma'am. Yes. Okay. So today you're making a payment of \$35.34 for the weeks of the 6th to- the 6th and the 13th, um, coming from the card ending in 7740, and you'll receive an email receipt to y- uh, a receipt emailed to you. Are you authorizing this payment today? Yes. All righty. That transaction was successfully processed. Do you have any questions? No. All righty. Thank you so much for calling. You have a great day. Thank you.

### Conversation Format

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

Speaker speaker\_1: Hello, is this-

Speaker speaker\_2: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl f■■■bá■u. Who else was I just speaking with?

Speaker speaker\_1: Uh, Ashley Washington.

Speaker speaker\_2: And how can I assist you?

Speaker speaker\_1: Um, I need to pay for my lapse in coverage.

Speaker speaker\_2: I'm sorry, you, you said you needed to make a payment?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, what's the name of the staffing agency you work for?

Speaker speaker\_1: Clinical Solutions.

Speaker speaker\_2: And the last four digits of your Social?

Speaker speaker\_1: 4994.

Speaker speaker\_2: All righty. And if you can verify your address and date of birth.

Speaker speaker\_1: Um, June 13th, 1985, 401 East 7th Avenue, Tampa, Florida 33602, apartment 924.

Speaker speaker\_2: Okay, enter your phone number as 407-288-3524.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Can I have your email address as ashleyc16@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay,

Speaker speaker\_3: be here.

Speaker speaker\_2: So the i- so this is actually the second week you don't have active coverage. Um, you would have to pay both-

Speaker speaker\_1: That's fine, I'm gonna pay both. That's fine.

Speaker speaker\_2: Okay. All righty. And is the name on the account, uh, the same as the name on the card?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All righty.

Speaker speaker\_1: So if I pay both then the coverage will be good until Friday, right?

Speaker speaker\_2: Until the 19th.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Sunday.

Speaker speaker\_1: Oh. Oh, Sunday?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And is the billing address the same as the address on the account as well?

Speaker speaker\_1: Yes.

Speaker speaker\_2: And what is that card number?

Speaker speaker\_1: Um, 45350603. 1625-7740.

Speaker speaker\_2: All righty. And the security code?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: The security code?

Speaker speaker\_1: 634.

Speaker speaker\_2: And the expiration date?

Speaker speaker\_1: That is 6/29.

Speaker speaker\_2: 6/29?

Speaker speaker\_1: Yes, ma'am. Yes.

Speaker speaker\_2: Okay. So today you're making a payment of \$35.34 for the weeks of the 6th to- the 6th and the 13th, um, coming from the card ending in 7740, and you'll receive an email receipt to y- uh, a receipt emailed to you. Are you authorizing this payment today?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All righty. That transaction was successfully processed. Do you have any questions?

Speaker speaker\_1: No.

Speaker speaker\_2: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you.