

Transcript: Pearl

Rojas-6241774094172160-5282987216650240

Full Transcript

You call has been forwarded to an automated voice messaging system. Your call may be monitored or recorded for quality assurance purposes. Amber Stevens. Is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five. Hey, good afternoon. This call is for Ms. Stevens. My name is *f*rolling for Benefits in a card, calling on behalf of your free X-- VRX account. We're just calling to inform you that, um, I did get word back. The best thing you can do is give your bank a call first and let them know that that charge is a, um, good charge. It's a legitimate charge. Um, and then give... Then once you do that, give us a call back so we can have that pro- payment manually processed again, um, so that it can go through without your bank having any issues. If you have any questions, you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-487-4856. And any agent you speak to will be able to help you with this process. Thank you and have a great day.

Conversation Format

Speaker speaker_0: You call has been forwarded to an automated voice messaging system.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Amber Stevens.

Speaker speaker_0: Is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five.

Speaker speaker_1: Hey, good afternoon. This call is for Ms. Stevens. My name is *f*rolling for Benefits in a card, calling on behalf of your free X-- VRX account. We're just calling to inform you that, um, I did get word back. The best thing you can do is give your bank a call first and let them know that that charge is a, um, good charge. It's a legitimate charge. Um, and then give... Then once you do that, give us a call back so we can have that pro- payment manually processed again, um, so that it can go through without your bank having any issues. If you have any questions, you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-487-4856. And any agent you speak to will be able to help you with this process. Thank you and have a great day.