

Transcript: Sara

Marulanda-5926879191580672-5863136172654592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, Graylin Broadnax. Hello, sir. How may I help you? Uh, yes. I'd like to, um, make a payment through the phone for, um, this, uh, mi- missed payment f- uh, for this week. Yeah. Okay. Um, may I have the name of the staffing company and the last four of your Social to locate you on the system? Um, okay. So Creative Circle, 2339. Thank you very much. And your Graylin, Graylin Broadnax. And just for security purposes, sir, can you please verify your address and date of birth? Um, okay. 2208 Solmar Drive, Silver Spring, Maryland 20904. Uh, date of birth, April 24th, 1995. And is your email GraylinBroadnax@gmail.com? Yes. I'm sorry. And is your phone number 240-478-7324? Yes. Okay. Thank you very much. So give me just a minute, please. Okay. So this week the payment is going to be \$19.22. Okay. Is the card under your name? Yes. Hold on, please. And it's the same billing address as your address? Yes. The billing address for the card that we're going to use to make the payment is the same as your address? Yes. Okay. Hmm. Okay, sir, I'm ready for the card number. Okay. Um, 4613-9903-5015-5977. Okay. Let me repeat that for you. 4613-9903-5015-5977. Yes. Okay. And the security code on the back of the card? 545. 545. And the expiration date? Of February, so 02/28. Okay. And it's going to be \$19.22. Give me just a minute, please. Okay. It went through. Um, we sent a confirmation to your email, but would you like to write down the confirmation number? Um, email's fine. I don't have paper near me right now. Okay, perfect. So at this moment, uh, your coverage is active and it's going to be active until this coming Sunday. And, uh, then if you have enough left on your paycheck, that's going to cover, uh, the following week. Okay. Sounds good. Thank you. You're more than welcome. Is there anything else that I can help you with? Uh, that's it. All righty, sir. So thank you for calling Benefits in a Card. Wish you two have a wonderful day. All right. Thanks. Bye. All righty, sir.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, Graylin Broadnax. Hello, sir. How may I help you? Uh, yes. I'd like to, um, make a payment through the phone for, um, this, uh, mi- missed payment f- uh, for this week. Yeah. Okay. Um, may I have the name of the staffing company and the last four of your Social to locate you on the system? Um, okay. So Creative Circle, 2339. Thank you very much. And your Graylin, Graylin Broadnax. And just for security purposes, sir, can you please verify your address and date of birth? Um, okay. 2208 Solmar Drive, Silver Spring, Maryland 20904. Uh,

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