

Transcript: Sara

Marulanda-6506181954289664-4561562624507904

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, Sarah. My name is David Romero. Hello, Mr. Romero. How may I help you? I need to make a payment for my insurance. Sure, sir. May I have the name of the agency that you are working with and the last four of your Social? Partners Personnel 9121. Mr. Romero, and just for security purposes, sir, can you please verify your address and date of birth? 13686 East Evans Avenue, Aurora, 80014, 7-15-1963. And is your email davidgromero726@gmail.com? Yes. And is your phone number 720-431-3026? Yes. Thank you very much. Okay. Give me just a minute. Is the... Is your address the same as the, uh, card address, the card you're gonna use there? Yes. Okay, sir. I'm ready for the card. The payment would be for \$55.05. Okay. It's a Visa. Okay. 41... 4100-3902-1836-8641. Okay. We have 4100-3902-1836-8641. Correct. And the security code on the card? 383. And the expiration date? 06-26. Okay, sir. Payment went through. Your coverage is active until next Sunday. Okay. Uh, they will already sent you an email with confirmation number, but it... Would you like to write it down as well? Sure. Yes. Okay. Are you ready? Uh, yes, I am. Okay. It is 64805C. The letter C as in Charlie. That's the authorization number. Okay. All righty, sir. Uh, six- Um, tell me, sir. I'm sorry. So 64805C? Yes, sir. That's correct. Okay. Other than that- Thank you so much. ... is there anything else- No, that's all. ... we can help you with? All righty, sir. That's- So have a wonderful day, and thank you for calling Benefits in a Cart. Thank you very much. Uh, you, too. Bye. You're more than welcome. Thank you. Mm, bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, Sarah. My name is David Romero. Hello, Mr. Romero. How may I help you? I need to make a payment for my insurance. Sure, sir. May I have the name of the agency that you are working with and the last four of your Social? Partners Personnel 9121. Mr. Romero, and just for security purposes, sir, can you please verify your address and date of birth? 13686 East Evans Avenue, Aurora, 80014, 7-15-1963. And is your email davidgromero726@gmail.com? Yes. And is your phone number 720-431-3026? Yes. Thank you very much. Okay. Give me just a minute. Is the... Is your address the same as the, uh, card address, the card you're gonna use there? Yes. Okay, sir. I'm ready for the card. The payment would be for \$55.05. Okay. It's a Visa. Okay. 41... 4100-3902-1836-8641. Okay. We have 4100-3902-1836-8641. Correct. And the security code on the card? 383. And the expiration date? 06-26. Okay, sir. Payment went through. Your coverage is active until next Sunday. Okay. Uh, they will already sent you an email with confirmation number, but it...

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