

Transcript: VICTORIA

Taylor-4839588366041088-6184550143803392

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I'm Madeline Hengy. I'm just calling to pay my, uh, benefits, um, for this week. Okay. Uh, what's the name of the agency you work for? Um, Creative Circle. All right. And the last four of your Social? 9923. And I'm sorry, your first and last name? Madeline Hengy. Okay. Do you mind verifying your address and date of birth? Yeah. 22nd of December, 1967. And then the address is 7538 Peralta Street, Unit G, Calzada, California 92009. Gotcha. Phone number is 815-6970? Correct. And then email is gonna be first name dot last name at gmail.com? Yeah, maddie.hengy@gmail.com. Okay. Give me just one second. Okay. And just to make sure, the name that's listed on the card, is it just your first, last name? Madeline Hengy. Yeah. Not the nick... Yeah. Madeline Hengy, not the nickname. Okay. And then billing address is gonna be the same address? Yeah. All right. And what is the card number? 4388576176498890. Just gonna make sure that's correct. I have 438857617619- No. I mis- No. It's 7649. 7649. Okay. So, 43... Okay. So, 4388576176498890? Perfect. The CVC? 103. 103? Yeah, 103. And the C- or I'm sorry, the expiration date? 11/28. 11/28? Yes. Okay. So, it would be \$43.63. Uh-huh. And that makes this week active. Thank you. And you will also get a receipt sent to your email. Thank you. Uh, was there anything else you might need help with? That was it. Thanks, Victoria. You're welcome. You have a wonderful day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. I'm Madeline Hengy. I'm just calling to pay my, uh, benefits, um, for this week.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Um, Creative Circle.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 9923.

Speaker speaker_0: And I'm sorry, your first and last name?

Speaker speaker_1: Madeline Hengy.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. 22nd of December, 1967. And then the address is 7538 Peralta Street, Unit G, Calzada, California 92009.

Speaker speaker_0: Gotcha. Phone number is 815-6970?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be first name dot last name at gmail.com?

Speaker speaker_1: Yeah, maddie.hengy@gmail.com.

Speaker speaker_0: Okay. Give me just one second.

Speaker speaker_1: Okay.

Speaker speaker_0: And just to make sure, the name that's listed on the card, is it just your first, last name?

Speaker speaker_1: Madeline Hengy. Yeah. Not the nick... Yeah. Madeline Hengy, not the nickname.

Speaker speaker_0: Okay. And then billing address is gonna be the same address?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And what is the card number?

Speaker speaker_1: 4388576176498890.

Speaker speaker_0: Just gonna make sure that's correct. I have 438857617619-

Speaker speaker_1: No.

Speaker speaker_0: I mis-

Speaker speaker_1: No. It's 7649. 7649.

Speaker speaker_0: Okay. So, 43... Okay. So, 4388576176498890?

Speaker speaker_1: Perfect.

Speaker speaker_0: The CVC?

Speaker speaker_1: 103.

Speaker speaker_0: 103?

Speaker speaker_1: Yeah, 103.

Speaker speaker_0: And the C- or I'm sorry, the expiration date?

Speaker speaker_1: 11/28.

Speaker speaker_0: 11/28?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, it would be \$43.63.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And that makes this week active.

Speaker speaker_1: Thank you.

Speaker speaker_0: And you will also get a receipt sent to your email.

Speaker speaker_1: Thank you.

Speaker speaker_0: Uh, was there anything else you might need help with?

Speaker speaker_1: That was it. Thanks, Victoria.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye.