

Transcript: VICTORIA

Taylor-5002113328791552-6734710249537536

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yeah, good afternoon. Uh, I'm looking to make a payment on my insurance, insurance. Okay. What's the name of the agency you work for? Uh, yeah, so that's, uh, VGSS. And the last four of your social? Sure, 5558. And then your first and last name? Uh, Rueben Valentine. R-U-E-B-E-N, Valentine. And then if you'll verify your mailing address and date of birth. Sure, uh, that's 4927 Garfield Avenue, Kansas City, Missouri, 64130. Uh, date of birth, 12/23/63. And the phone number 342-2215? Yes. And then email is m-v-r-o-m-a-i-n-e@gmail.com? Right, right. Okay, give me just a few seconds. No problem. I had already talked with one of your associates, and I understand, uh, she had a question about the disability part, but sh- she says I can go ahead and make a payment with, you know... Um, until I resume back to work and, right, we keep, keep things current. Okay. Um, do you mind if I put you on a brief hold for just one sec- one second? Uh, sure. Go ahead, sure. Okay. All right. All righty, thank you so much for holding. Yes. All right. So it looks like it wa- So as far as your coverage, uh, you would need to make a direct payment for last week and this week. Oh, okay. Um, and now a couple things. On the ID card that you're paying with, is it just your first and last name that's listed on it? Uh, yes. Okay. And then would the billing address be the same address we have on file? Yes. Okay. Let's see. Here's my, uh, debit card. Sure. Well, actually it's got my middle initial as well on my card. Uh, and that's a ten? Uh, yeah. Okay. And, um, can I pre-pay for next week instead of calling back, or...? Unfortunately, unfortunately we can't accept future weeks. Okay. Yeah. Okay, we'll call back, yeah, next, next week. Okay. So for this week and last week, it would be a total of \$68.58. Okay, very good. And what is the, uh, card number? Okay, yeah, sure, that number is, uh, 4815-8207-0000-3195. And the CVC? Uh, yeah, it's 206. And then the expiration date? Yeah, sure, uh, 07/29. All righty, so that went through and that makes your coverage up to date. Um, active last week and active this week. Right, okay. And I believe you should also get a receipt sent to your email. Oh, okay. Okay, very good. Um, yeah. Was there anything else you might need help with? No, no, we'll just check back with you next week. All righty. All righty. You have a wonderful night. You too now. Okay. Thank you. Bye-bye. Bye-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: Uh, yeah, good afternoon. Uh, I'm looking to make a payment on my insurance, insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, yeah, so that's, uh, VGSS.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Sure, 5558.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Uh, Rueben Valentine. R-U-E-B-E-N, Valentine.

Speaker speaker_0: And then if you'll verify your mailing address and date of birth.

Speaker speaker_1: Sure, uh, that's 4927 Garfield Avenue, Kansas City, Missouri, 64130. Uh, date of birth, 12/23/63.

Speaker speaker_0: And the phone number 342-2215?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is m-v-r-o-m-a-i-n-e@gmail.com?

Speaker speaker_1: Right, right.

Speaker speaker_0: Okay, give me just a few seconds.

Speaker speaker_1: No problem. I had already talked with one of your associates, and I understand, uh, she had a question about the disability part, but sh- she says I can go ahead and make a payment with, you know... Um, until I resume back to work and, right, we keep, keep things current.

Speaker speaker_0: Okay. Um, do you mind if I put you on a brief hold for just one sec- one second?

Speaker speaker_1: Uh, sure. Go ahead, sure.

Speaker speaker_0: Okay.

Speaker speaker_1: All right.

Speaker speaker_0: All righty, thank you so much for holding.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So it looks like it wa- So as far as your coverage, uh, you would need to make a direct payment for last week and this week.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, and now a couple things. On the ID card that you're paying with, is it just your first and last name that's listed on it?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. And then would the billing address be the same address we have on file?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see.

Speaker speaker_1: Here's my, uh, debit card. Sure. Well, actually it's got my middle initial as well on my card.

Speaker speaker_0: Uh, and that's a ten?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: And, um, can I pre-pay for next week instead of calling back, or...?

Speaker speaker_0: Unfortunately, unfortunately we can't accept future weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay, we'll call back, yeah, next, next week.

Speaker speaker_0: Okay. So for this week and last week, it would be a total of \$68.58.

Speaker speaker_1: Okay, very good.

Speaker speaker_0: And what is the, uh, card number?

Speaker speaker_1: Okay, yeah, sure, that number is, uh, 4815-8207-0000-3195.

Speaker speaker_0: And the CVC?

Speaker speaker_1: Uh, yeah, it's 206.

Speaker speaker_0: And then the expiration date?

Speaker speaker_1: Yeah, sure, uh, 07/29.

Speaker speaker_0: All righty, so that went through and that makes your coverage up to date. Um, active last week and active this week.

Speaker speaker_1: Right, okay.

Speaker speaker_0: And I believe you should also get a receipt sent to your email.

Speaker speaker_1: Oh, okay. Okay, very good. Um, yeah.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: No, no, we'll just check back with you next week.

Speaker speaker_0: All righty.

Speaker speaker_1: All righty.

Speaker speaker_0: You have a wonderful night.

Speaker speaker_1: You too now. Okay.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.