

Transcript: VICTORIA

Taylor-5371210661576704-5628234951507968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, um, good afternoon, Victoria. The... My name is Emilio Macias Fumero. I'm with, uh, Creative Circle, and I'm calling because I got a text about, uh, lapse in coverage, uh, in the last one or two weeks due to missed payroll deduction. And I'm, I'm wanting to do a payment if, if necessary. Okay. Um, what's the name of the agency you work for again? Creative Circle. Creative Circle. And the last four of your Social? Uh, 5762. And your first and last name? First name is Emilio, E-M-I-L-I-O. And last name is two separate words. Uh, first word is Macias, M-A-C-I-A. And the second word is Fumero, F-U-M-E-R-O. Okay. Do you mind verifying your address and then date of birth? Yeah. Address is, uh, 1162 Eastern Parkway, Apartment 3, Louisville, Kentucky 40217. And, uh, date of birth, December 2nd, 1987. Okay. Uh, phone number is 786-294-5371? Yes. That's correct. Email is gonna be E-M-A-C-I-A-S@Gmail.com? Correct. Yes. Okay. So, it looks like it's this week that's not currently active. Um, so if you wanted- Hmm, from- ... to make a direct... Sorry? Yeah, uh, uh, yeah. I was paying like from last week that the payroll was zero. Okay. So if you wanted to make a direct payment for it, it would be a total of \$62.91. Yes. I would like to make a payment. Okay. Give me one second. And the name on the card that you're paying with, is it just, uh, your full name? Yeah, full name. Emilio Macias Fumero. Okay. And the billing address, is it gonna be the same address we have on file? Yes. Okay. And what's the card number? It's 6011004728136124. And the CVC? 854. And then the expiration date? 0228. All right. Okay. Yeah. So, it went through, and that makes this week active, um, up until the 22nd, which is Sunday. Mm-hmm. And you should get a receipt sent to your email. Perfect. Thank you so much, Victoria. You're welcome. You have a wonderful day. Uh, you too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, um, good afternoon, Victoria. The... My name is Emilio Macias Fumero. I'm with, uh, Creative Circle, and I'm calling because I got a text about, uh, lapse in coverage, uh, in the last one or two weeks due to missed payroll deduction. And I'm, I'm wanting to do a payment if, if necessary.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for again?

Speaker speaker_2: Creative Circle. Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 5762.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name is Emilio, E-M-I-L-I-O. And last name is two separate words. Uh, first word is Macias, M-A-C-I-A. And the second word is Fumero, F-U-M-E-R-O.

Speaker speaker_1: Okay. Do you mind verifying your address and then date of birth?

Speaker speaker_2: Yeah. Address is, uh, 1162 Eastern Parkway, Apartment 3, Louisville, Kentucky 40217. And, uh, date of birth, December 2nd, 1987.

Speaker speaker_1: Okay. Uh, phone number is 786-294-5371?

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: Email is gonna be E-M-A-C-I-A-S@Gmail.com?

Speaker speaker_2: Correct. Yes.

Speaker speaker_1: Okay. So, it looks like it's this week that's not currently active. Um, so if you wanted-

Speaker speaker_2: Hmm, from-

Speaker speaker_1: ... to make a direct... Sorry?

Speaker speaker_2: Yeah, uh, uh, yeah. I was paying like from last week that the payroll was zero.

Speaker speaker_1: Okay. So if you wanted to make a direct payment for it, it would be a total of \$62.91.

Speaker speaker_2: Yes. I would like to make a payment.

Speaker speaker_1: Okay. Give me one second. And the name on the card that you're paying with, is it just, uh, your full name?

Speaker speaker_2: Yeah, full name. Emilio Macias Fumero.

Speaker speaker_1: Okay. And the billing address, is it gonna be the same address we have on file?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what's the card number?

Speaker speaker_2: It's 6011004728136124.

Speaker speaker_1: And the CVC?

Speaker speaker_2: 854.

Speaker speaker_1: And then the expiration date?

Speaker speaker_2: 0228.

Speaker speaker_1: All right.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: So, it went through, and that makes this week active, um, up until the 22nd, which is Sunday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And you should get a receipt sent to your email.

Speaker speaker_2: Perfect. Thank you so much, Victoria.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: Uh, you too. Bye.

Speaker speaker_1: Thank you. Bye-bye.