

Transcript: VICTORIA

Taylor-5980045368279040-5747498058170368

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Oh, hi. My name is Tesha Koontz and, um, I just got a text message saying if I want to pay my, um, medical insurance, to call you. Okay. What's the name of the agency that you work for? Mediforce. Okay. And the last four of your social? Um, five oh eight nine. Okay. And I'm sorry, your first and last name again? Tesha. T-E-S-H-A. And that's Koontz. K-O-O-N-T-Z. And then, uh, if you will just verify your address and date of birth. 1561 Road, Charleston, North Carolina 28501. And you said, what - Your date of birth? I'm 12/16/1981. And then phone number is 252-620-0805. Yes, ma'am. All right, and then let's see. Email is gonna be johnsonyourfirstname0@gmail.com. Yes, ma'am. Okay, so are you wanting to make the direct payment for this week? Yes, ma'am. Okay. Um, so it looks like you pay \$50.01 a week. Okay. And, uh, the name on the card that you're paying with, is it just your first and last name that's listed on the card? It's my first, my middle name, and my last name, which is Tesha Johnson Koontz. Okay. And then, uh, would it be the same billing address that we have? Yes. Okay. Give me one second. And what is the card number? It's 5112 483000065252. And the CVC? That's the, um- Shouldn't it be- ... free 300 on the debit line? Yeah. 103. And the expiration date? 0327. All righty. So it went through and that makes this week active. Mm-hmm. And you should also get a receipt sent to your email. Okay. Was there anything else you might need help with? Um, if I wanted to pay it early for next week, 'cause I haven't still went back to work, um, I can just call and just pay it like early for next week, right? So we can't accept future payments. You would just have to- Oh. ... call us next week. Um, but it doesn't matter what day you w- you do it on. So, like, if you wanna call us Monday, you can do it Monday. Okay. Mm-hmm. All right. All righty. Mm-hmm. That will be it then. All right, you have a wonderful day. You too. Thank you. Thank you. 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: Oh, hi. My name is Tesha Koontz and, um, I just got a text message saying if I want to pay my, um, medical insurance, to call you.

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

Speaker speaker_1: Mediforce.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: Um, five oh eight nine.

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

Speaker speaker_1: Tesha. T-E-S-H-A. And that's Koontz. K-O-O-N-T-Z.

Speaker speaker_0: And then, uh, if you will just verify your address and date of birth.

Speaker speaker_1: 1561

Speaker speaker_2: Road, Charleston, North Carolina 28501. And you said, what -

Speaker speaker_0: Your date of birth?

Speaker speaker_1: I'm 12/16/1981.

Speaker speaker_0: And then phone number is 252-620-0805.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and then let's see. Email is gonna be johnsonyourfirstname0@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so are you wanting to make the direct payment for this week?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so it looks like you pay \$50.01 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: And, uh, the name on the card that you're paying with, is it just your first and last name that's listed on the card?

Speaker speaker_1: It's my first, my middle name, and my last name, which is Tesha Johnson Koontz.

Speaker speaker_0: Okay. And then, uh, would it be the same billing address that we have?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second. And what is the card number?

Speaker speaker_1: It's 5112 483000065252.

Speaker speaker_0: And the CVC?

Speaker speaker_1: That's the, um-

Speaker speaker_0: Shouldn't it be-

Speaker speaker_1: ... free 300 on the debit line?

Speaker speaker_0: Yeah.

Speaker speaker_1: 103.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: 0327.

Speaker speaker_0: All righty. So it went through and that makes this week active.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: Okay.

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

Speaker speaker_1: Um, if I wanted to pay it early for next week, 'cause I haven't still went back to work, um, I can just call and just pay it like early for next week, right?

Speaker speaker_0: So we can't accept future payments. You would just have to-

Speaker speaker_1: Oh.

Speaker speaker_0: ... call us next week. Um, but it doesn't matter what day you w- you do it on. So, like, if you wanna call us Monday, you can do it Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right.

Speaker speaker_0: All righty.

Speaker speaker_1: Mm-hmm. That will be it then.

Speaker speaker_0: All right, you have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.