

Transcript: VICTORIA

Taylor-6716424859205632-6660388957765632

Full Transcript

Thank you for calling card. This is Victoria. How can I help you? Uh, yes. I would like to make a payment. Okay. Um, what's the name of the agency you work for? Uh, M-A-U. And the last four of your Social? 6093. And then your first and last name? David Kelly. Okay. Um, do you mind verifying your address and date of birth? Address 757 Kingswood Valley Drive, Moore, South Carolina, uh, 29369. Birthday 11/1/62. And then phone number is, uh, 864-597-9631? That's correct. Okay. And then email is dkelley2123@bellsouth.net? That's correct. Okay. All right, so it looks like for this week, it would be \$61.08. Yes. Okay. And then, um, the name on the card that you're paying with. Is it just your first and last name that's on it? David K. Kelly. Okay. Give me one second. And would it be the same billing address? It will, yes. Okay. All right, and what is the card number? The Visa card is 4737 0330 4055 9844. And then the, uh, CVC? 689. And the expiration date? 11/27. All righty. So you should get a receipt sent to your email, and that makes, uh, the coverage active for this week up until Sunday, the 23rd. Okay. All righty. Um, let's see. Um, so do you have a confirmation number? Um, give me just one second, and I can, uh, generate one for you. Okay. So do I na- really need to make a payment before the 23rd for the next week? Is that the way I do ne- need to do it or...? Uh, no. So we, we can't accept, uh, payments for future weeks. Oh, oh, okay. Okay. Yeah, so, are y- So just the same period I'm doing now, I'm, I ju- I'm... We're good? Yeah, yeah. Uh-huh. Okay. Okay. Thank you. Yeah. If needed, you can call back next week to make a payment for that week. Are you back to work with them yet or...? I'm in the process. Yes, yes. Okay. All right, and then let me get the confirmation code. So that's gonna be, um... All the letters in this, by the way, are gonna be capitalized. Okay. So it's M-A-U. Okay. And then, uh, dash seven one C-Seven one. ... F. C as in cat. And then- And then what was the last le- letter? F as in Frank. F, okay. Okay. Seven. D as in dog. Three, five. M as in Mary. And then L as in lemur. All right. That's 71CF7B35ML. Yep. So all together, you should have M-A-U dash 71CF73ML. Okay. That's what I got. All righty. Do you need help with anything else? I think that's it. Appreciate that. Yes, sir. You have a good day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes. I would like to make a payment.

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

Speaker speaker_1: Uh, M-A-U.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6093.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: David Kelly.

Speaker speaker_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Address 757 Kingswood Valley Drive, Moore, South Carolina, uh, 29369. Birthday 11/1/62.

Speaker speaker_0: And then phone number is, uh, 864-597-9631?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then email is dkelley2123@bellsouth.net?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. All right, so it looks like for this week, it would be \$61.08.

Speaker speaker_1: Yes. Okay.

Speaker speaker_0: And then, um, the name on the card that you're paying with. Is it just your first and last name that's on it?

Speaker speaker_1: David K. Kelly.

Speaker speaker_0: Okay. Give me one second. And would it be the same billing address?

Speaker speaker_1: It will, yes.

Speaker speaker_0: Okay. All right, and what is the card number?

Speaker speaker_1: The Visa card is 4737 0330 4055 9844.

Speaker speaker_0: And then the, uh, CVC?

Speaker speaker_1: 689.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: 11/27.

Speaker speaker_0: All righty. So you should get a receipt sent to your email, and that makes, uh, the coverage active for this week up until Sunday, the 23rd.

Speaker speaker_1: Okay. All righty. Um, let's see. Um, so do you have a confirmation number?

Speaker speaker_0: Um, give me just one second, and I can, uh, generate one for you.

Speaker speaker_1: Okay. So do I na- really need to make a payment before the 23rd for the next week? Is that the way I do ne- need to do it or...?

Speaker speaker_0: Uh, no. So we, we can't accept, uh, payments for future weeks.

Speaker speaker_1: Oh, oh, okay. Okay.

Speaker speaker_0: Yeah, so, are y-

Speaker speaker_1: So just the same period I'm doing now, I'm, I ju- I'm... We're good?

Speaker speaker_0: Yeah, yeah. Uh-huh.

Speaker speaker_1: Okay. Okay. Thank you.

Speaker speaker_0: Yeah. If needed, you can call back next week to make a payment for that week. Are you back to work with them yet or...?

Speaker speaker_1: I'm in the process. Yes, yes.

Speaker speaker_0: Okay. All right, and then let me get the confirmation code. So that's gonna be, um... All the letters in this, by the way, are gonna be capitalized.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's M-A-U.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, uh, dash seven one C-

Speaker speaker_1: Seven one.

Speaker speaker_0: ... F.

Speaker speaker_1: C as in cat.

Speaker speaker_0: And then-

Speaker speaker_1: And then what was the last le- letter?

Speaker speaker_0: F as in Frank.

Speaker speaker_1: F, okay. Okay.

Speaker speaker_0: Seven. D as in dog. Three, five. M as in Mary. And then L as in lemur.

Speaker speaker_1: All right. That's 71CF7B35ML.

Speaker speaker_0: Yep. So all together, you should have M-A-U dash 71CF73ML.

Speaker speaker_1: Okay. That's what I got.

Speaker speaker_0: All righty. Do you need help with anything else?

Speaker speaker_1: I think that's it. Appreciate that.

Speaker speaker_0: Yes, sir. You have a good day.

Speaker speaker_1: Thank you. You too.