

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, I was calling to make my premium payment on my life insurance. Okay. You wanted to make a payment? What staffing agency do you work for? The MAU at Kimberly-Clark. And what is the last four of your social? 5683. Your personal last name, please. My name is Kenneth Golfing. For security purposes, can you verify your address and date of birth? 1010 Franklin Road, Beech Island, South Carolina, zip code 29842. My date of birth is 06/05/1966. Okay, thank you. I have 803-508-2589 as your phone number. Yes, ma'am. Okay. And then kenneth@... gmail.com, is that up to date? Yes, ma'am. Okay. And then you wanted to pay it for this week? Yes, ma'am. Okay. And then is it gonna be the same, um, name for the card holder name, Kenneth? Yes, ma'am. Yes, ma'am. And then same billing address? Yes, ma'am. Okay. Okay, sir. And I'm ready for your, um, card account number. Yes, ma'am. 4853400369788551. Okay. Thank you. And then what's that security code? 765. And then the expiration date? 10/25. And then is there a good email receipt, the email on file? Yes. Okay. Could I, and could I also get just the confirmation number? Yes, you can. All right, let's see. So that has been paid, and then let me give you your confirmation number. Let me know when you're ready. I'm ready. So it's gonna be confirmation number 093740. Again, 093740. Stephanie, I thank you ever so much and you have a wonderful day. Thank you to too. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, I was calling to make my premium payment on my life insurance.

Speaker speaker_0: Okay. You wanted to make a payment? What staffing agency do you work for?

Speaker speaker_1: The MAU at Kimberly-Clark.

Speaker speaker_0: And what is the last four of your social?

Speaker speaker_1: 5683.

Speaker speaker_0: Your personal last name, please.

Speaker speaker_1: My name is Kenneth Golfing.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 1010 Franklin Road, Beech Island, South Carolina, zip code 29842. My date of birth is 06/05/1966.

Speaker speaker_0: Okay, thank you. I have 803-508-2589 as your phone number.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then kenneth@... gmail.com, is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then you wanted to pay it for this week?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then is it gonna be the same, um, name for the card holder name, Kenneth?

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

Speaker speaker_0: And then same billing address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Okay, sir. And I'm ready for your, um, card account number.

Speaker speaker_1: Yes, ma'am. 4853400369788551.

Speaker speaker_0: Okay. Thank you. And then what's that security code?

Speaker speaker_1: 765.

Speaker speaker_0: And then the expiration date?

Speaker speaker_1: 10/25.

Speaker speaker_0: And then is there a good email receipt, the email on file?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Could I, and could I also get just the confirmation number?

Speaker speaker_0: Yes, you can. All right, let's see. So that has been paid, and then let me give you your confirmation number. Let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: So it's gonna be confirmation number 093740. Again, 093740.

Speaker speaker_1: Stephanie, I thank you ever so much and you have a wonderful day.

Speaker speaker_0: Thank you to too. Have a nice day.

Speaker speaker_1: You too. Bye-bye.