

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Pamela Brown. I was calling, uh, to make a payment on my benefit card. Um- Okay. Yes, I can help you. Okay. I, I normally, I'm supposed to call on Mondays, but sometimes I'm kind of late, 'cause I keep forgetting I'm, it's not coming directly out of my check, you know? Okay. Yes, ma'am. Um, what second agency do you work for? That's S-U-R-G-E. Surge. Okay. Mm-hmm. And then what are the last four of your social? 2949. Can I get your first and last name please? You said, um- Absolutely. Uh, Pamela Brown. P-A-L-E-L-A B-R-O-W-N. Thank you. And then for security purposes, I do need you to verify your address and your date of birth. Uh, 4600 West Broadway, Louisville, Kentucky 40211. Date of birth is 01/16/1967. Thank you. Is your phone number the 407-6705? That's it, ma'am. And then I have pvsr158@yahoo.com. Is that up to date? Yep. That's up to date, the email address. All right, and then you want to pay for this week. All right, so give me one second. And then is it gonna be the same name from the card? Yes, Pamela Brown. Uh-huh. Pamela Brown? Uh-huh. As well as the add... Well, how about the address? 4600 West Broadway. It's the same everything. Uh-huh. Okay. It's one portion of the card. Okay. Let me put that information in. All right. And then I'm ready for the, um, card number. O- Okay, hold on one second. I should have had it sitting in front of me. I apologize. And then it's gonna be for \$16.80, okay? It is 4430410038168061. Okay, and then I'm gonna repeat that just so that I'm sure that I got the right numbers. You said 44- Okay. ... 30 41 00 38 16 8 061? That's absolutely correct. And then what's that, um, security code? Uh, 291. How about the expiration date? Expiration date is, um, 0327. I'm sorry, what was that year? Um, 0327. Okay. Thank you. And then is a good email to send the receipt to the email on file? Yes, ma'am. Okay. And then do you allow me to make the direct payment of \$16.80? Mm-hmm. Okay. All right. That payment was successful. You should be receiving your receipt to that email on file. Okay. Thank you. You're welcome. Have a nice day. You have a great day. What- Thank you. ... what's your name again? My name is Stephanie. Stephanie? Yes, ma'am. All right. Thank you, Stephanie. You have a great day. Thank you. You did too. Have a nice day. Yes. Take care. Uh-huh.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. My name is Pamela Brown. I was calling, uh, to make a payment on my benefit card. Um-

Speaker speaker_1: Okay. Yes, I can help you.

Speaker speaker_2: Okay. I, I normally, I'm supposed to call on Mondays, but sometimes I'm kind of late, 'cause I keep forgetting I'm, it's not coming directly out of my check, you know?

Speaker speaker_1: Okay. Yes, ma'am. Um, what second agency do you work for?

Speaker speaker_2: That's S-U-R-G-E.

Speaker speaker_1: Surge. Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then what are the last four of your social?

Speaker speaker_2: 2949.

Speaker speaker_1: Can I get your first and last name please? You said, um-

Speaker speaker_2: Absolutely. Uh, Pamela Brown. P-A-L-E-L-A B-R-O-W-N.

Speaker speaker_1: Thank you. And then for security purposes, I do need you to verify your address and your date of birth.

Speaker speaker_2: Uh, 4600 West Broadway, Louisville, Kentucky 40211. Date of birth is 01/16/1967.

Speaker speaker_1: Thank you. Is your phone number the 407-6705?

Speaker speaker_2: That's it, ma'am.

Speaker speaker_1: And then I have pvsr158@yahoo.com. Is that up to date?

Speaker speaker_2: Yep. That's up to date, the email address.

Speaker speaker_1: All right, and then you want to pay for this week. All right, so give me one second. And then is it gonna be the same name from the card?

Speaker speaker_2: Yes, Pamela Brown. Uh-huh.

Speaker speaker_1: Pamela Brown?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: As well as the add... Well, how about the address?

Speaker speaker_2: 4600 West Broadway. It's the same everything. Uh-huh.

Speaker speaker_1: Okay.

Speaker speaker_2: It's one portion of the card. Okay.

Speaker speaker_1: Let me put that information in. All right. And then I'm ready for the, um, card number.

Speaker speaker_2: O- Okay, hold on one second. I should have had it sitting in front of me. I apologize.

Speaker speaker_1: And then it's gonna be for \$16.80, okay?

Speaker speaker_2: It is 4430410038168061.

Speaker speaker_1: Okay, and then I'm gonna repeat that just so that I'm sure that I got the right numbers. You said 44-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 30 41 00 38 16 8 061?

Speaker speaker_2: That's absolutely correct.

Speaker speaker_1: And then what's that, um, security code?

Speaker speaker_2: Uh, 291.

Speaker speaker_1: How about the expiration date?

Speaker speaker_2: Expiration date is, um, 0327.

Speaker speaker_1: I'm sorry, what was that year?

Speaker speaker_2: Um, 0327.

Speaker speaker_1: Okay. Thank you. And then is a good email to send the receipt to the email on file?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then do you allow me to make the direct payment of \$16.80?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. All right. That payment was successful. You should be receiving your receipt to that email on file.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You have a great day. What-

Speaker speaker_1: Thank you.

Speaker speaker_2: ... what's your name again?

Speaker speaker_1: My name is Stephanie.

Speaker speaker_2: Stephanie?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Thank you, Stephanie. You have a great day.

Speaker speaker_1: Thank you. You did too. Have a nice day.

Speaker speaker_2: Yes. Take care. Uh-huh.