

Transcript: Estefania

Acevedo-5845325887619072-5327695539912704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bene- Beneficard. My name is Stephanie. How can I assist you? Uh, yes, my name is Kevin McCarley, and I have insurance, uh, through y'all, uh, with B- with BG personnel, or I did. And, uh, so I'm calling to make a payment on it, so I can extend it. Okay. So- 'Cause I don't work for them anymore. But, uh... Gotcha. What is the last four of your social? Three, zero, six, nine. Okay, thank you. And then for safety purposes, could you please verify the address that we have on file, as well as your date of birth, please? Sure. It's 6919 Cherry Meadow Drive, Austin, Texas 78745. And, uh, 0-09-13-1972. Okay. Is your phone number the 7-37-351-5678? Correct. And then I have your first name, last name at gmail.com. Is that up to date? Yeah. '74, yes. Okay. And then you wanted to make a payment for the week of the 30th from the 5th? Yeah. Okay. Mm-hmm. And then, did you wanna pay the \$5.34? Yes. Okay. Is it the cardholder name your name? Yes. Okay. And then what about the address? Is it the same one? Uh, same, same as my address. Okay. Thank you. Okay, I'm ready for that card number. If you could just give me four numbers at a time. Oh, okay. Um, all right. 4342. Okay. 5802. Okay. 1920. Okay. 0649. Okay. Thank you. And then, what's that security code? Uh, 556. Expiration date? 0728. And then, a good email address. Is it the one that we have on file? Which is your- Yes. ... first and last name? Okay. Right. All right. Submit payment. Okay, sir. That payment has been taken, so you're gonna... You have coverage from the 30th to the 5th. And then if you wanna- Okay. ... um, get coverage for next week, then you would just have to call again. Um- Okay, will do that. All right. 'Kay. Well, I hope you have a great holiday. Happy New Year. Oh, you too, ma'am. Happy New Year. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Bene- Beneficard. My name is Stephanie. How can I assist you? Uh, yes, my name is Kevin McCarley, and I have insurance, uh, through y'all, uh, with B- with BG personnel, or I did. And, uh, so I'm calling to make a payment on it, so I can extend it. Okay. So- 'Cause I don't work for them anymore. But, uh... Gotcha. What is the last four of your social? Three, zero, six, nine. Okay, thank you. And then for safety purposes, could you please verify the address that we have on file, as well as your date of birth, please? Sure. It's 6919 Cherry Meadow Drive, Austin, Texas 78745. And, uh, 0-09-13-1972. Okay. Is your phone number the 7-37-351-5678? Correct. And then I have your first name, last name at gmail.com. Is that up to date? Yeah. '74, yes.

Speaker speaker_0: Okay. And then you wanted to make a payment for the week of the 30th from the 5th?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, did you wanna pay the \$5.34?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Is it the cardholder name your name?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then what about the address? Is it the same one?

Speaker speaker_1: Uh, same, same as my address.

Speaker speaker_0: Okay. Thank you. Okay, I'm ready for that card number. If you could just give me four numbers at a time.

Speaker speaker_1: Oh, okay. Um, all right. 4342.

Speaker speaker_0: Okay.

Speaker speaker_1: 5802.

Speaker speaker_0: Okay.

Speaker speaker_1: 1920.

Speaker speaker_0: Okay.

Speaker speaker_1: 0649.

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

Speaker speaker_1: Uh, 556.

Speaker speaker_0: Expiration date?

Speaker speaker_1: 0728.

Speaker speaker_0: And then, a good email address. Is it the one that we have on file? Which is your-

Speaker speaker_1: Yes.

Speaker speaker_0: ... first and last name? Okay.

Speaker speaker_1: Right.

Speaker speaker_0: All right. Submit payment. Okay, sir. That payment has been taken, so you're gonna... You have coverage from the 30th to the 5th. And then if you wanna-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, get coverage for next week, then you would just have to call again. Um-

Speaker speaker_1: Okay, will do that.

Speaker speaker_0: All right.

Speaker speaker_1: 'Kay.

Speaker speaker_0: Well, I hope you have a great holiday. Happy New Year.

Speaker speaker_1: Oh, you too, ma'am. Happy New Year. Bye-bye.

Speaker speaker_0: Thank you. Bye.