

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? Hi, Stephanie. My name is Nancy Gard, and I just got a message regarding, um, a payment was not taken out of my last week's payroll deduction, for the Benefits in a Card. And, um- Mm-hmm. ... I'd like to make a payment on that, please. Okay. Yes, ma'am. Uh, what staff and agency are you with? Um, Oxford Global Resources. Okay. And then what are the last four of your Social? 3-6-6-2. Thank you. And then, for security purposes, I do need you to verify your address and date of birth for me. My address is 36920 Leading Creek Road, Middleford, Ohio, 45760. My date of birth is 1/16/1956. 740-416-9852 is your phone number? Yes. And then I have your first name, last name, the number 13 at gmail.com. Is that up to date? Um, yes. Okay. All right. Let's see. So, let's see. Okay, and then you wanted to pay for this week, correct? Yes. Okay. And then did you want to pay the 25.29? Mm. Is that for all of it? Correct. Yes, ma'am. Yep. Yes, I do. Okay. So, would it be the same card name? Yes. Okay. And then, what about the address? Yep, the address is the same. Let me... Okay. All right, give me one second. Okay, I'm ready for that card account then, if I can see. Okey-dokey. It is, it's a Mastercard. Mm-hmm. And it's 5105- Okay. ... 9800- Mm-hmm. ... 0054- Mm-hmm. ... 1280. Okay, thank you, ma'am. And then, what's that security code? The security code is 627. Expiration date? 07/27. Okay, and then a good email receipt, is it uh, nancygard13@gmail.com? Yep, that will work. Okay. All right, your payment. Oh, give me one second. Card should be shown. Give me one second. Okay. Okay. I just wanted to make sure that it went through, and it did. Um, did you need anything from me? I don't know if you wanted to check your email to see if you had a receipt. Oh, no. Um, I just wanted to make sure that th- that was the payment for the week of the missed deduction. Yes, ma'am, and it was for this week. Okay. Mm-hmm. Okay. Okay. All right. Well, I thank you so much. You're welcome. I hope you have a great day. Thank you. You do the same. Okay. 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: Hi, Stephanie. My name is Nancy Gard, and I just got a message regarding, um, a payment was not taken out of my last week's payroll deduction, for the Benefits in a Card. And, um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I'd like to make a payment on that, please.

Speaker speaker_0: Okay. Yes, ma'am. Uh, what staff and agency are you with?

Speaker speaker_1: Um, Oxford Global Resources.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 3-6-6-2.

Speaker speaker_0: Thank you. And then, for security purposes, I do need you to verify your address and date of birth for me.

Speaker speaker_1: My address is 36920 Leading Creek Road, Middleford, Ohio, 45760. My date of birth is 1/16/1956.

Speaker speaker_0: 740-416-9852 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your first name, last name, the number 13 at gmail.com. Is that up to date?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Okay. All right. Let's see. So, let's see. Okay, and then you wanted to pay for this week, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then did you want to pay the 25.29?

Speaker speaker_1: Mm. Is that for all of it?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Yep. Yes, I do.

Speaker speaker_0: Okay. So, would it be the same card name?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, what about the address?

Speaker speaker_1: Yep, the address is the same.

Speaker speaker_0: Let me... Okay. All right, give me one second. Okay, I'm ready for that card account then, if I can see.

Speaker speaker_1: Okey-dokey. It is, it's a Mastercard.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And it's 5105-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 9800-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 0054-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 1280.

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

Speaker speaker_1: The security code is 627.

Speaker speaker_0: Expiration date?

Speaker speaker_1: 07/27.

Speaker speaker_0: Okay, and then a good email receipt, is it uh, nancygard13@gmail.com?

Speaker speaker_1: Yep, that will work.

Speaker speaker_0: Okay. All right, your payment. Oh, give me one second. Card should be shown. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. I just wanted to make sure that it went through, and it did. Um, did you need anything from me? I don't know if you wanted to check your email to see if you had a receipt.

Speaker speaker_1: Oh, no. Um, I just wanted to make sure that th- that was the payment for the week of the missed deduction.

Speaker speaker_0: Yes, ma'am, and it was for this week.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Okay. All right. Well, I thank you so much.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: Thank you. You do the same.

Speaker speaker_0: Okay.

Speaker speaker_1: Bye.