

Transcript: Estefania

Acevedo-6091025610883072-5919400294793216

Full Transcript

Thank you for calling card. My name is Stephanie. How can I assist you? I just had you on the call. I'm going to give you my credit card. Do not call me miss. Uh, do, do not call me ma'am. I'm a miss, okay? Don't make the same mistakes again, and treat me like you respect me as a human being. If you don't, pass me on to somebody else in your company, because I'm really sick and tired of the way you treat people. Do you understand? Yes. Um, could I please get the name of your staffing agency? Since you are calling again, I do need to ask you the same questions. Carlsbad, California- No, your staffing agency. Uh, um, uh, um, um, Credit Circle. And then the last four of your Social. 9923. First and last name? Madeline Hengy. For security purposes, I need you to verify your address and date of birth. 7538 Gibraltor Street, Unit T, Carlsbad, California 92009. Birthday, 22nd of December 1967. I have 760-815-6970 as your phone number. Correct. And then maddie.last name@gmail.com. Correct. Okay, and then you wanted to pay this week on the 40- \$43.63, is that correct? Correct. And then is it the same card holder name for the card game? It's correct. Okay, give me one second. And how about the address? Is this the same on the card? Correct. It's always the same, so if you can put a fucking note in there that it's always going to be the same- Okay. ... please- Okay. ... help me out here and do that, okay? Because you guys are not making it easy. Every Monday I have to freaking call you guys and give you the same information. So I really appreciate if you guys go with the times and update your system. Make a note of it if you care about customer feedback. If you don't care, I'm sure you will not put a note on it. Okay, and then can I please get your card account number? No, I, I told you to put a note in it. Can you do that? Yes. Or can you not? So I can- I'm curious, are you guys... Are you guys up to date or are you guys, like, you know, in the past? Yes, ma'am. Yes. So we are. I, we just have to ask you all these questions due to the call being recorded. Okay, so what can you put in there that you do not have to ask me next time? Let's just be realistic about this. How can I help you guys to not ask me all the same questions the, next time I call? What can I do today to help you? The thing is, due to the policy, we do have to ask you all these questions. I can't put you through- Okay, so you're saying- I wouldn't be able to- So you're saying, you're saying you have to ask me the same questions every Monday and there's no way around it. Yes. Is that it? Correct, 100%. Yes. Okay, cool. That's all I need to know. Okay. Okay, now I'm ready for your card account number. 4388576176498890. Okay, I'm going to repeat it. It's 4388576177649- No, absolutely not. Absolutely not. Okay. You got it wrong. Give me- S- listen again. ... give me four numbers at a time. 43885761. You got this? Okay, 43885761. Correct. 76498890. Okay, 76498810? No. 76498890. Gosh, you guys never get it right. Is my receptions just really bad? You said seven- Is my reception bad? It's 76498890? Correct, and I'm asking you and I'm expecting an answer. Is my reception bad? Do I need to- I just couldn't hear you. So after the seven, I couldn't really understand what you said. That's why I asked

100% though. Then just say that. Then just say, "I could not hear you after the seven." Okay. Can I- So I know what's going on, okay? Can I get your security code? 103. I, I want you to respond to me when I say something. If you don't understand me, please say, "Repeat the last four." Do you understand that? Yes, and that's why I asked you to repeat it. What's your expiration date? 11/28. No, you did not ask me to repeat it. You said... Seriously, Stephanie, get it right. Listen to me. Okay. If November 2028- If you are having good... If you don't, if you don't have a good reception with me, tell me, "Maddie, I cannot hear you. You're cutting out." Say- Okay, Maddie, we got your information. And then I know, then I know what it is. And don't talk over me while I'm talking. If you cannot hear me, say, "Maddie, I cannot hear you. Please repeat that." Okay? Okay, Maddie, is a good email receipt to send you your information maddie.lastname@gmail.com? Yes. You gonna email me something? Yes. You never email me anything. Are you saying you're going to email me something, Stephanie? Yes, we're going to email you our receipt. Okay, great. Okay, great. I'm looking forward to getting an email from you because I never get an email from you, which pisses me off anyway because I never get a confirmation. Okay. I will look forward to it. Anything else you need from me? Nope, we have taken care of this week.

Conversation Format

Speaker speaker_0: Thank you for calling card. My name is Stephanie. How can I assist you?

Speaker speaker_1: I just had you on the call. I'm going to give you my credit card. Do not call me miss. Uh, do, do not call me ma'am. I'm a miss, okay? Don't make the same mistakes again, and treat me like you respect me as a human being. If you don't, pass me on to somebody else in your company, because I'm really sick and tired of the way you treat people. Do you understand?

Speaker speaker_0: Yes. Um, could I please get the name of your staffing agency? Since you are calling again, I do need to ask you the same questions.

Speaker speaker_1: Carlsbad, California-

Speaker speaker_0: No, your staffing agency.

Speaker speaker_1: Uh, um, uh, um, um, Credit Circle.

Speaker speaker_0: And then the last four of your Social.

Speaker speaker_1: 9923.

Speaker speaker_0: First and last name?

Speaker speaker_1: Madeline Hengy.

Speaker speaker_0: For security purposes, I need you to verify your address and date of birth.

Speaker speaker_1: 7538 Gibraltar Street, Unit T, Carlsbad, California 92009. Birthday, 22nd of December 1967.

Speaker speaker_0: I have 760-815-6970 as your phone number.

Speaker speaker_1: Correct.

Speaker speaker_0: And then maddie.last name@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, and then you wanted to pay this week on the 40- \$43.63, is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: And then is it the same card holder name for the card game?

Speaker speaker_1: It's correct.

Speaker speaker_0: Okay, give me one second. And how about the address? Is this the same on the card?

Speaker speaker_1: Correct. It's always the same, so if you can put a fucking note in there that it's always going to be the same-

Speaker speaker_0: Okay.

Speaker speaker_1: ... please-

Speaker speaker_0: Okay.

Speaker speaker_1: ... help me out here and do that, okay? Because you guys are not making it easy. Every Monday I have to freaking call you guys and give you the same information. So I really apprec- appreciate if you guys go with the times and update your system. Make a note of it if you care about customer feedback. If you don't care, I'm sure you will not put a note on it.

Speaker speaker_0: Okay, and then can I please get your card account number?

Speaker speaker_1: No, I, I told you to put a note in it. Can you do that?

Speaker speaker_0: Yes.

Speaker speaker_1: Or can you not?

Speaker speaker_0: So I can-

Speaker speaker_1: I'm curious, are you guys... Are you guys up to date or are you guys, like, you know, in the past?

Speaker speaker_0: Yes, ma'am. Yes. So we are. I, we just have to ask you all these questions due to the call being recorded.

Speaker speaker_1: Okay, so what can you put in there that you do not have to ask me next time? Let's just be realistic about this. How can I help you guys to not ask me all the same questions the, next time I call? What can I do today to help you?

Speaker speaker_0: The thing is, due to the policy, we do have to ask you all these questions. I can't put you through-

Speaker speaker_1: Okay, so you're saying-

Speaker speaker_0: I wouldn't be able to-

Speaker speaker_1: So you're saying, you're saying you have to ask me the same questions every Monday and there's no way around it.

Speaker speaker_0: Yes.

Speaker speaker_1: Is that it?

Speaker speaker_0: Correct, 100%. Yes.

Speaker speaker_1: Okay, cool. That's all I need to know. Okay.

Speaker speaker_0: Okay, now I'm ready for your card account number.

Speaker speaker_1: 4388576176498890.

Speaker speaker_0: Okay, I'm going to repeat it. It's 4388576177649-

Speaker speaker_1: No, absolutely not. Absolutely not.

Speaker speaker_0: Okay.

Speaker speaker_1: You got it wrong.

Speaker speaker_0: Give me-

Speaker speaker_1: S- listen again.

Speaker speaker_0: ... give me four numbers at a time.

Speaker speaker_1: 43885761. You got this?

Speaker speaker_0: Okay, 43885761.

Speaker speaker_1: Correct. 76498890.

Speaker speaker_0: Okay, 76498810?

Speaker speaker_1: No. 76498890. Gosh, you guys never get it right. Is my reception just really bad?

Speaker speaker_0: You said seven-

Speaker speaker_1: Is my reception bad?

Speaker speaker_0: It's 76498890?

Speaker speaker_1: Correct, and I'm asking you and I'm expecting an answer. Is my reception bad? Do I need to-

Speaker speaker_0: I just couldn't hear you. So after the seven, I couldn't really understand what you said. That's why I asked 100% though.

Speaker speaker_1: Then just say that. Then just say, "I could not hear you after the seven."

Speaker speaker_0: Okay. Can I-

Speaker speaker_1: So I know what's going on, okay?

Speaker speaker_0: Can I get your security code?

Speaker speaker_1: 103. I, I want you to respond to me when I say something. If you don't understand me, please say, "Repeat the last four." Do you understand that?

Speaker speaker_0: Yes, and that's why I asked you to repeat it. What's your expiration date?

Speaker speaker_1: 11/28. No, you did not ask me to repeat it. You said... Seriously, Stephanie, get it right. Listen to me.

Speaker speaker_0: Okay. If November 2028-

Speaker speaker_1: If you are having good... If you don't, if you don't have a good reception with me, tell me, "Maddie, I cannot hear you. You're cutting out." Say-

Speaker speaker_0: Okay, Maddie, we got your information.

Speaker speaker_1: And then I know, then I know what it is. And don't talk over me while I'm talking. If you cannot hear me, say, "Maddie, I cannot hear you. Please repeat that." Okay?

Speaker speaker_0: Okay, Maddie, is a good email receipt to send you your information maddie.lastname@gmail.com?

Speaker speaker_1: Yes. You gonna email me something?

Speaker speaker_0: Yes.

Speaker speaker_1: You never email me anything. Are you saying you're going to email me something, Stephanie?

Speaker speaker_0: Yes, we're going to email you our receipt.

Speaker speaker_1: Okay, great. Okay, great. I'm looking forward to getting an email from you because I never get an email from you, which pisses me off anyway because I never get a confirmation.

Speaker speaker_0: Okay.

Speaker speaker_1: I will look forward to it. Anything else you need from me?

Speaker speaker_0: Nope, we have taken care of this week.