

## **Transcript: Estefania**

**Acevedo-6164823510663168-6426933083815936**

### **Full Transcript**

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name's Mark Miller. I just recently got a text message that I believe from you guys, but I'm not sure. I don't trust text- text messages. Could be phishing. Say... pay out of coverage because I had a missed week of work, which is true. So b- I want to make sure that I'm still fully covered. If I have to pay that off the side, I wanna be able to do that. Okay. Um, who are you working with again? I'm sorry, you were cutting off a little bit. Oh, I'm sorry. Uh, it's Oxford. Okay. And then what are the last four of your Social? 9208. For security purposes, could you verify your address and date of birth? Uh, 2/16/62. Address is 453 Sudbury- 453 Sudbury Street, Marlborough, Mass. And then what was that date of birth? 2/16/62. Okay, 508-315-9860 is your phone number. I see. What was that again? Um, 508-315-9860 is your phone number. Yep. Yep. Yep. Okay, and then let me verify real quick. Yeah, so it looks like for this week, you don't have active coverage. You're welcome to make a direct payment if you wish, um, uh, 15.31. Did you wanna go ahead and do that? Yep. All right. And then is it gonna be the same address for the- Yep. ... card on file? Okay. Yep. And same name? Same name. Mark W. Miller. Okay. Give me one second. Oh, looks like I could have done this through the website. Um, I can still do it over the phone, but it's your choice. Yeah, that's... Yeah, let's go ahead and do it over the phone since I have you on. Okay. And then I just need, um, the card number. If you want, you can give me four numbers at a time. Okay. This is a Visa. 4490- Okay. 3607- 3607. Mm-hmm. 1329 0515. And then the security code? 141. And expiration date? 12/29. And is a good receipt to send this to nwmiller9208@comcast.net? That's the one. Okay. And then do you allow me to make this direct payment of \$15.31 for the week of the 24th up until the 2nd? Yep. All right. All right, it went through. You're covered for this week, sir. All right. Thank you much, then. You're welcome. Have a nice day. Okay, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. My name's Mark Miller. I just recently got a text message that I believe from you guys, but I'm not sure. I don't trust text- text messages. Could be phishing. Say... pay out of coverage because I had a missed week of work, which is true. So b- I want to make sure that I'm still fully covered. If I have to pay that off the side, I wanna be able to do that.

Speaker speaker\_0: Okay. Um, who are you working with again? I'm sorry, you were cutting off a little bit.

Speaker speaker\_1: Oh, I'm sorry. Uh, it's Oxford.

Speaker speaker\_0: Okay. And then what are the last four of your Social?

Speaker speaker\_1: 9208.

Speaker speaker\_0: For security purposes, could you verify your address and date of birth?

Speaker speaker\_1: Uh, 2/16/62. Address is 453 Sudbury- 453 Sudbury Street, Marlborough, Mass.

Speaker speaker\_0: And then what was that date of birth?

Speaker speaker\_1: 2/16/62.

Speaker speaker\_0: Okay, 508-315-9860 is your phone number.

Speaker speaker\_1: I see. What was that again?

Speaker speaker\_0: Um, 508-315-9860 is your phone number.

Speaker speaker\_1: Yep. Yep. Yep.

Speaker speaker\_0: Okay, and then let me verify real quick. Yeah, so it looks like for this week, you don't have active coverage. You're welcome to make a direct payment if you wish, um, uh, 15.31. Did you wanna go ahead and do that?

Speaker speaker\_1: Yep.

Speaker speaker\_0: All right. And then is it gonna be the same address for the-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... card on file? Okay.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And same name?

Speaker speaker\_1: Same name. Mark W. Miller.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Oh, looks like I could have done this through the website.

Speaker speaker\_0: Um, I can still do it over the phone, but it's your choice.

Speaker speaker\_1: Yeah, that's... Yeah, let's go ahead and do it over the phone since I have you on.

Speaker speaker\_0: Okay. And then I just need, um, the card number. If you want, you can give me four numbers at a time.

Speaker speaker\_1: Okay. This is a Visa. 4490-

Speaker speaker\_0: Okay.

Speaker speaker\_1: 3607- 3607.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 1329 0515.

Speaker speaker\_0: And then the security code?

Speaker speaker\_1: 141.

Speaker speaker\_0: And expiration date?

Speaker speaker\_1: 12/29.

Speaker speaker\_0: And is a good receipt to send this to [nwmiller9208@comcast.net](mailto:nwmiller9208@comcast.net)?

Speaker speaker\_1: That's the one.

Speaker speaker\_0: Okay. And then do you allow me to make this direct payment of \$15.31 for the week of the 24th up until the 2nd?

Speaker speaker\_1: Yep.

Speaker speaker\_0: All right. All right, it went through. You're covered for this week, sir.

Speaker speaker\_1: All right. Thank you much, then.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Okay, bye-bye.