

Transcript: Justin

Mills-4822383873277952-4802612360429568

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. I'd like to make a payment since there was a missed payroll deduction. Okay. What's the staffing agency you work for? It's BG. And the last four of your social? 4667. And your first and last name? Catherine Berlin. And for security purposes, can you verify your home address, including city, state and zip code, Catherine? 1002 North Plum Grove Road, Apartment 317, Schaumburg, Illinois, 60173. Looks like I have a different address on file. Oh, yeah. Um, the, the, uh, the address that you have on file there is my old address, 402 North Haven Drive, Palatine, Illinois, 60067. And what was the new address, so I can go ahead and update it for you? 1002 North Plum Grove Road Apartment 317 Schaumburg, Illinois, 60173. 600637? 60173. 73, my apologies. And confirm your date of birth ? May 26th, 1996. And a good telephone number I have is 847-533-3484? That's right. And the email I have is katieberlin4@gmail? Right. Okay. So let me get this direct payment set up for you. And is the new billing address the 1002 North Plum Grove Road? Yes. Okay. Okay, and the credit card number? Um... How much is the payment gonna be for? \$16.78. 15? 16. 16, one-six, dot, seven, eight. Okay. Um, here, you can do 4773 5199 0610 7806. And the expiration date? Uh, April 26th. And the CVC number? 555. Okay. I'm gonna go ahead and process the direct payment of \$16.78. All right. Okay, so payment was successful. Is there anything else I could assist you with today, Catherine? No, thank you for your help, though. You're welcome. You have a great day, okay? All right, bye-bye. All right, buh-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I'd like to make a payment since there was a missed payroll deduction.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: It's BG.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4667.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Catherine Berlin.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Catherine?

Speaker speaker_1: 1002 North Plum Grove Road, Apartment 317, Schaumburg, Illinois, 60173.

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Oh, yeah. Um, the, the, uh, the address that you have on file there is my old address, 402 North Haven Drive, Palatine, Illinois, 60067.

Speaker speaker_0: And what was the new address, so I can go ahead and update it for you?

Speaker speaker_1: 1002 North Plum Grove Road Apartment 317 Schaumburg, Illinois, 60173.

Speaker speaker_0: 600637?

Speaker speaker_1: 60173.

Speaker speaker_0: 73, my apologies. And confirm your date of birth ?

Speaker speaker_1: May 26th, 1996.

Speaker speaker_0: And a good telephone number I have is 847-533-3484?

Speaker speaker_1: That's right.

Speaker speaker_0: And the email I have is katieberlin4@gmail?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. So let me get this direct payment set up for you. And is the new billing address the 1002 North Plum Grove Road?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, and the credit card number?

Speaker speaker_1: Um... How much is the payment gonna be for?

Speaker speaker_0: \$16.78.

Speaker speaker_1: 15?

Speaker speaker_0: 16. 16, one-six, dot, seven, eight.

Speaker speaker_1: Okay. Um, here, you can do 4773 5199 0610 7806.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: Uh, April 26th.

Speaker speaker_0: And the CVC number?

Speaker speaker_1: 555.

Speaker speaker_0: Okay. I'm gonna go ahead and process the direct payment of \$16.78.

Speaker speaker_1: All right.

Speaker speaker_0: Okay, so payment was successful. Is there anything else I could assist you with today, Catherine?

Speaker speaker_1: No, thank you for your help, though.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right, bye-bye.

Speaker speaker_0: All right, buh-bye.