Transcript: Justin Mills-4913313384284160-6694445985611776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Justin. How can I help you today? Hey, Justin. Uh, I called yesterday to check on my benefits. Apparently they were, uh, disabled because my work payroll was, uh, didn't deduct the amount to keep the... my medical activated. Um, they told me I can call and just pay it myself. Okay, what's the staffing agency you worked for? Uh, I believe it was Terra but now it's Verstella. Okay, Verstella. And the last four of your Social? 7276. And what was your first and last name? First is Jose, last Galindo. And for security purposes, can you verify your home address, including city, state and zip code, Jose? 1627 West Darrell Road, Phoenix, Arizona 85041. Is that 85031? No, 85041. 41, my apologies. And confirm your date of birth. 02/28/1994. And a good telephone number have as 480-859-8667. Yeah. And the email I have joegalindo94 at gmail? Correct. Okay, so let's see here. Let me go ahead and get this direct payment set up for you. And just to confirm, the same address we have on file is the same as your billing address? Yes. Okay. Let me take care of this real quick. Galindo, 627 West Darrell. 85041. Okay, and the credit card number? 4514-4003-6764-1886. Okay. And the expiration date? 10/27. And the CVC number? 015. 015, okay. And just to confirm the credit card number one more time, it was 4514-4003-6764-1886? Correct. Okay. Well, I'm going to go ahead and process the direct payment of $26.65. Okay, payment was successful. Is there anything else I could help you out with today, Jose? Um, so am I able to use it ASAP or do I have to wait, like, a couple h- hours or a day before it's activated again? Uh, so you can start using it ASAP. Uh, you just made a direct payment, so everything's back on for you. Awesome. So, uh, no, that's all I needed help with. Um, thank you so much. You're welcome. You have a great day, okay? All right, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. Uh, I called yesterday to check on my benefits. Apparently they were, uh, disabled because my work payroll was, uh, didn't deduct the amount to keep the... my medical activated. Um, they told me I can call and just pay it myself.

Speaker speaker_1: Okay, what's the staffing agency you worked for?

Speaker speaker_2: Uh, I believe it was Terra but now it's Verstella.

Speaker speaker_1: Okay, Verstella. And the last four of your Social?

Speaker speaker_2: 7276.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: First is Jose, last Galindo.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Jose?

Speaker speaker_2: 1627 West Darrell Road, Phoenix, Arizona 85041.

Speaker speaker_1: Is that 85031?

Speaker speaker_2: No, 85041.

Speaker speaker_1: 41, my apologies. And confirm your date of birth.

Speaker speaker_2: 02/28/1994.

Speaker speaker_1: And a good telephone number have as 480-859-8667.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have joegalindo94 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. Let me go ahead and get this direct payment set up for you. And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let me take care of this real quick. Galindo, 627 West Darrell. 85041. Okay, and the credit card number?

Speaker speaker_2: 4514-4003-6764-1886.

Speaker speaker_1: Okay. And the expiration date?

Speaker speaker_2: 10/27.

Speaker speaker_1: And the CVC number?

Speaker speaker_2: 015.

Speaker speaker_1: 015, okay. And just to confirm the credit card number one more time, it was 4514-4003-6764-1886?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Well, I'm going to go ahead and process the direct payment of $26.65. Okay, payment was successful. Is there anything else I could help you out with today, Jose?

Speaker speaker_2: Um, so am I able to use it ASAP or do I have to wait, like, a couple h-hours or a day before it's activated again?

Speaker speaker_1: Uh, so you can start using it ASAP. Uh, you just made a direct payment, so everything's back on for you.

Speaker speaker_2: Awesome. So, uh, no, that's all I needed help with. Um, thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right, bye.

Speaker speaker_1: Bye-bye.