

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. I wanted to pay for my benefits this week since I didn't work last week or whatever. Okay. I think that's the right thing. Yeah. I got a text message. What's the last name you worked for? Um, Creative Circle. And the last four of your Social? Uh, 4872. And what was your first and last name? Danielle Brecker. Um, B-R-E-C-K-E-R. And for security purposes, can you verify your home address by including city, state and ZIP code, Danielle? Sure. Um, 4118 Crescent Street, Apartment 7E. Um, Long Island City or it might be New York City, New York 11101. And your date of birth? April, Ap-... Oh, it's soon. April 21, 1970. And a good cell phone number. I have a 646-279-7254? Yep. And the email I have is daniellebreckernyc@gmail? That's right. Okay, so let me get that direct payment set up for you. Let's see. Okay. I paid last week, so I don't know if you need my card number again. Um, I- I do. Um... Oh, okay. That's great. So just to confirm, the same address we have on file is the same as your billing address? It is. Okay. Danielle Lee Brecker, uh-oh. Search same. Okay, and the credit card number? 5262 1980 1537 3065. And the expiration date? Oh, um, 11/25. Oh. Hmm. And the CVC number? Uh, 102. Okay. Let's see here. So I'm gonna go ahead and process the direct payment of \$54.14. Great. Okay, so payment was successful. Great. Was there anything else I could assist you with today, Danielle? That's it. Thank you very much. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-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 wanted to pay for my benefits this week since I didn't work last week or whatever.

Speaker speaker_0: Okay.

Speaker speaker_1: I think that's the right thing.

Speaker speaker_0: Yeah.

Speaker speaker_1: I got a text message.

Speaker speaker_0: What's the last name you worked for?

Speaker speaker_1: Um, Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 4872.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Danielle Brecker. Um, B-R-E-C-K-E-R.

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

Speaker speaker_1: Sure. Um, 4118 Crescent Street, Apartment 7E. Um, Long Island City or it might be New York City, New York 11101.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: April, Ap-... Oh, it's soon. April 21, 1970.

Speaker speaker_0: And a good cell phone number. I have a 646-279-7254?

Speaker speaker_1: Yep.

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

Speaker speaker_1: That's right.

Speaker speaker_0: Okay, so let me get that direct payment set up for you. Let's see.

Speaker speaker_1: Okay. I paid last week, so I don't know if you need my card number again.

Speaker speaker_0: Um, I- I do. Um...

Speaker speaker_1: Oh, okay. That's great.

Speaker speaker_0: So just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_1: It is.

Speaker speaker_0: Okay. Danielle Lee Brecker, uh-oh. Search same. Okay, and the credit card number?

Speaker speaker_1: 5262 1980 1537 3065.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: Oh, um, 11/25. Oh. Hmm.

Speaker speaker_0: And the CVC number?

Speaker speaker_1: Uh, 102.

Speaker speaker_0: Okay. Let's see here. So I'm gonna go ahead and process the direct payment of \$54.14.

Speaker speaker_1: Great.

Speaker speaker_0: Okay, so payment was successful.

Speaker speaker_1: Great.

Speaker speaker_0: Was there anything else I could assist you with today, Danielle?

Speaker speaker_1: That's it. Thank you very much.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.