

Transcript: Justin

Mills-5696363042619392-5940567647895552

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Justin, hi. Uh, my name is David Romero and I need to make a payment on my, for my insurance. Okay. What's the staffing agency you work for? Partners Personnel. And the last four of your Social? 9121. And for security purposes, could you verify your home address, including city, state and zip code, David? 13686 East Evans Avenue, Aurora, 80014. And what did you say? I forgot my birth date? Oh, sorry. 7/15/63. And a good telephone number have a 720-431-3026? Correct. And the email I have is davidgromero726 at gmail? That's correct. Yes. Okay. So let's, let me get that direct payment set up for you real quick. Let's see here. And just to confirm, the same address we have on file is the same as your billing address? Yes. Okay. Your date of birth- No, I've uh, I've been off for the last three weeks, so I'm gonna have to call next week and the week after that to pay those as well, unless I can take care of all of them. Um, so we're only allowed to accept direct payments for the week that we're currently in, so you would have to call back- That's fine. ... the following two Mondays. And can I do this on, on your website at all, or is calling you the best option? Um, yeah, you should be able to. It doesn't bother me. I mean, once you log in to the main, uh, Benefit in a Card portal, um, but it would be easier just to call, just to get that clear mind- Okay. ... that everything did go through. No worries. Thanks. No worries. So 13686 East Evans Avenue, 800... Okay, and the credit card number? Okay. One second here. All right. Okay, it's a Citibank Va- Visa. It's 4100-3902-1836-8641. And the expiration date? Is, uh, 06/26. And the CVC number? 383- Okay. I'm gonna go ahead and process the direct payment of \$55.05. Okay. Okay. So payment was successful. Is there anything else I could assist you with today, David? No, that'll be all. Awesome. Well, you have a wonderful day, okay? Thanks. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Justin, hi. Uh, my name is David Romero and I need to make a payment on my, for my insurance.

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

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9121.

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

Speaker speaker_1: 13686 East Evans Avenue, Aurora, 80014. And what did you say? I forgot my birth date? Oh, sorry. 7/15/63.

Speaker speaker_0: And a good telephone number have a 720-431-3026?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is davidgromero726 at gmail?

Speaker speaker_1: That's correct. Yes.

Speaker speaker_0: Okay. So let's, let me get that direct payment set up for you real quick. Let's see here. And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Your date of birth-

Speaker speaker_1: No, I've uh, I've been off for the last three weeks, so I'm gonna have to call next week and the week after that to pay those as well, unless I can take care of all of them.

Speaker speaker_0: Um, so we're only allowed to accept direct payments for the week that we're currently in, so you would have to call back-

Speaker speaker_1: That's fine.

Speaker speaker_0: ... the following two Mondays.

Speaker speaker_1: And can I do this on, on your website at all, or is calling you the best option?

Speaker speaker_0: Um, yeah, you should be able to.

Speaker speaker_1: It doesn't bother me.

Speaker speaker_0: I mean, once you log in to the main, uh, Benefit in a Card portal, um, but it would be easier just to call, just to get that clear mind-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that everything did go through.

Speaker speaker_1: No worries. Thanks.

Speaker speaker_0: No worries. So 13686 East Evans Avenue, 800... Okay, and the credit card number?

Speaker speaker_1: Okay. One second here. All right. Okay, it's a Citibank Va- Visa. It's 4100-3902-1836-8641.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: Is, uh, 06/26.

Speaker speaker_0: And the CVC number?

Speaker speaker_1: 383-

Speaker speaker_0: Okay. I'm gonna go ahead and process the direct payment of \$55.05.

Speaker speaker_1: Okay.

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

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.