

Transcript: Justin

Mills-5891961101434880-4771112734638080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Thank you for calling Benefits- I'd like to pay my, uh, my premium. I... There was not a d- deduction. Okay, so you want me to make a direct payment? Yes, sir. Okay, what's that staffing agency you work for? BGSS. And the last four of your Social? 9889. Um- And what was your first and last name? David Wyler. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Wyler? 1980 West 131 Street Place, Westminster, Colorado, 80234, 10246. And a good telephone number I have is 303-862-1863. Correct. And the email I have is dave.wyler@Yahoo? Yes, sir. Okay, so let me go ahead and get that direct payment set up for you. All right, thank you. And just to confirm, the same address we have on file is the same as your billing address? Yes, sir. Okay. David Wyler. 1980... Okay. And what's the credit card number? Okay. Uh, uh, here we go. Uh, 4348 5640 5060 6387. And the expiration date? 5/26. And the CVC number? I keep dropping the fucking phone. I dropped the fucking card. It's, uh, 938. 938. Okay. Well, I'm about to go ahead and process the direct payment of- Okay. ... \$18.55. Yes, sir. Okay, so it said invalid card number, so I'm gonna repeat the card- Oh, hang on, hang on. I think I screwed up. Shit, the fuck... Uh, the first... 4342. Try that in the beginning. The numbers are all off. Okay. So 4342. What were the numbers after that? I had to delete everything. Uh, okay. 4342 5640- Okay. ... 5060 6387. Seven. Okay. And just to confirm, 4342 5640 5060 6387? Correct. Okay, so I'm gonna go ahead and reprocess this. Okay, so payment was successful. Is there anything else I could help you out with today, David? No, you've been great. Thank you. You're welcome. You have a great day, okay? 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 and a Card. This is Justin. How can I help you today? Thank you for calling Benefits-

Speaker speaker_2: I'd like to pay my, uh, my premium. I... There was not a d- deduction.

Speaker speaker_1: Okay, so you want me to make a direct payment?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, what's that staffing agency you work for?

Speaker speaker_2: BGSS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9889. Um-

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

Speaker speaker_2: David Wyler.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Wyler?

Speaker speaker_2: 1980 West 131 Street Place, Westminster, Colorado, 80234, 10246.

Speaker speaker_1: And a good telephone number I have is 303-862-1863.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is dave.wyler@Yahoo?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let me go ahead and get that direct payment set up for you.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. David Wyler. 1980... Okay. And what's the credit card number?

Speaker speaker_2: Okay. Uh, uh, here we go. Uh, 4348 5640 5060 6387.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: 5/26.

Speaker speaker_1: And the CVC number?

Speaker speaker_2: I keep dropping the fucking phone. I dropped the fucking card. It's, uh, 938.

Speaker speaker_1: 938. Okay. Well, I'm about to go ahead and process the direct payment of-

Speaker speaker_2: Okay.

Speaker speaker_1: ... \$18.55.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so it said invalid card number, so I'm gonna repeat the card-

Speaker speaker_2: Oh, hang on, hang on. I think I screwed up. Shit, the fuck... Uh, the first... 4342. Try that in the beginning. The numbers are all off.

Speaker speaker_1: Okay. So 4342. What were the numbers after that? I had to delete everything.

Speaker speaker_2: Uh, okay. 4342 5640-

Speaker speaker_1: Okay.

Speaker speaker_2: ... 5060 6387.

Speaker speaker_1: Seven. Okay. And just to confirm, 4342 5640 5060 6387?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so I'm gonna go ahead and reprocess this. Okay, so payment was successful. Is there anything else I could help you out with today, David?

Speaker speaker_2: No, you've been great. Thank you.

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

Speaker speaker_2: Bye.