

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. This is Colina. I'm calling to make my payment today. Okay. What staffing company do you work for? I work for TRC. And what's the last four of your social? Uh, three, four, three, five. First name? Colina. Last name? Edwards. Okay, for security purposes, can you verify your address and date of birth for me? Um, February 12th, 1993, apartment... I mean, 9505 Royal Lane, Apartment 1111, Dallas, Texas 75243. Thank you. So we got your phone number, 940-322-7206, correct? Yeah. 440-420- We got email is, excuse me, colinaedwards7@gmail.com? Right. Mm-hmm. Thank you. Mm-hmm. You said you just want to make a direct payment for this week? Yeah. They told me I could call in for four weeks to make a direct payment since I'm no longer working there, and I wanted to see if I could extend my coverage. Yes, ma'am. So you can, like they say, correctly, you can make up to four weeks of direct payments. You're not able to pay for all of them at once. But every week that you want coverage, you have to call and make a direct payment. You can only do it up to four weeks. Yeah, that's what I'm trying to do right now, pay the payment for this week. Okay. All right. So is your name that's on file the same that's on the, the card? Yes. Is the address and the billing address the same as well? Yes. I'm ready for the card number whenever you are. 5275-1503-5093-3081. Expiration is 0330... And your CEC number? Oh, 034. Thank you. Uh-huh. All right. So that payment went through. You should get the receipt inside of your email. Was there anything else that I could help you with today? Uh, no, sir. Thank you so much for your help. No problem, Ms. Edwards. If there's nothing else- Mm-hmm. ... thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. Thank you. Bye. Mm-hmm. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. This is Colina. I'm calling to make my payment today.

Speaker speaker_0: Okay. What staffing company do you work for?

Speaker speaker_1: I work for TRC.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: Uh, three, four, three, five.

Speaker speaker_0: First name?

Speaker speaker_1: Colina.

Speaker speaker_0: Last name?

Speaker speaker_1: Edwards.

Speaker speaker_0: Okay, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Um, February 12th, 1993, apartment... I mean, 9505 Royal Lane, Apartment 1111, Dallas, Texas 75243.

Speaker speaker_0: Thank you. So we got your phone number, 940-322-7206, correct?

Speaker speaker_1: Yeah. 440-420-

Speaker speaker_0: We got email is, excuse me, colinaedwards7@gmail.com?

Speaker speaker_1: Right. Mm-hmm.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You said you just want to make a direct payment for this week?

Speaker speaker_1: Yeah. They told me I could call in for four weeks to make a direct payment since I'm no longer working there, and I wanted to see if I could extend my coverage.

Speaker speaker_0: Yes, ma'am. So you can, like they say, correctly, you can make up to four weeks of direct payments. You're not able to pay for all of them at once. But every week that you want coverage, you have to call and make a direct payment. You can only do it up to four weeks.

Speaker speaker_1: Yeah, that's what I'm trying to do right now, pay the payment for this week.

Speaker speaker_0: Okay. All right. So is your name that's on file the same that's on the, the card?

Speaker speaker_1: Yes.

Speaker speaker_0: Is the address and the billing address the same as well?

Speaker speaker_1: Yes.

Speaker speaker_0: I'm ready for the card number whenever you are.

Speaker speaker_1: 5275-1503-5093-3081. Expiration is 0330...

Speaker speaker_0: And your CEC number?

Speaker speaker_1: Oh, 034.

Speaker speaker_0: Thank you.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: All right. So that payment went through. You should get the receipt inside of your email. Was there anything else that I could help you with today?

Speaker speaker_1: Uh, no, sir. Thank you so much for your help.

Speaker speaker_0: No problem, Ms. Edwards. If there's nothing else-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Mm-hmm. Bye-bye.