

Transcript: Pamela

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Full Transcript

... this is Pamela speaking. How may I help you? Hi. Uh, I'm looking to make a payment on a, uh, coverage that lapsed, um, about one, two weeks ago due to a missed payroll deduction. Okay. And who do you work for, sir? Uh, Creative Circle. We're contracted with Netflix. Okay. May I have the last four digits of the Social? 5331. Okay. Your first and last name? Nathan Rodicelli. Mr. Rodicelli, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 3700 South Wasa Drive, uh, apartment 8104, Santa Ana, California 92704. And then, and then 42994. Thank you for the information. We have a phone number on file which is, um, 201-270-7729. And your email is your first name, last name @gmail.com? Correct. All right. Are we using your mailing address as a billing address? Uh, no, I can use a separate billing address. Go ahead. Can you tell me the address? Uh, 252 Mahwah, M-A-H-W-A-H, Road. That's Mahwah, M-A-H-W-A-H, New Jersey, 07430. 07430? Yup. Give me one second. Bear with me. This system is a little slow. Sure, take your time. All right. And... Right. So you're gonna be paying... Can you repeat the numbers, eh, uh, for your address? Just let me- 3700. For the billing address or for the, uh, the regular, just my address? No, the billing address. 252 Mahwah Road. Mm-hmm. And then the zip code as well. 07430. Okay. Um, you're gonna be paying \$17.21, right? Sounds good. Okay. Can... I'm ready for the card whenever you are. 4833 1603 0153 3649. I'm gonna read it back to you to make sure I have it correct. It's 4833 1603 1053 3649. The only correction is it's 0153 is the cr- the third four-digit combo. The rest of it's correct. So it's 0153. Mm-hmm. So yeah, I just read it back to you. It's 4833 1603 0153 3649. Uh, thank you. And the expiration date. Sir? Sir? Can you hear me? Sorry, sorry, I said 0230. And the security code. 520. Okay. Thank you. We're gonna be sending you a, eh, uh, receipt to the email we have on file. Great. Okay, f%\$#& not feel right. Let me see what I... Yeah. Okay. So the expiration code is 230, right? Mm-hmm. And the- I think that's- ... security code is 520? Yeah, that's correct. And we said, uh-The billing address 252 Melwood Road and this is- 252, yeah. ... zip code 07430. Yeah. Does the billing information, does it match your credit card? Um, all right, I can try a different address then. Okay. Let's try it. You can do, you can try the same, um, as my, my, uh, other address. The 3700- That we have on file? Yeah, yeah. The 5000 block address. Yeah? Yeah. Let's try. It was, uh, the zip code 900... It says the credit card transaction failed due to fraud. All right then. Thank you. That's fraud? Okay, then let me just see if it sends me a notification and I can approve it. Okay.

Conversation Format

Speaker speaker_0: ... this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Uh, I'm looking to make a payment on a, uh, coverage that lapsed, um, about one, two weeks ago due to a missed payroll deduction.

Speaker speaker_0: Okay. And who do you work for, sir?

Speaker speaker_1: Uh, Creative Circle. We're contracted with Netflix.

Speaker speaker_0: Okay. May I have the last four digits of the Social?

Speaker speaker_1: 5331.

Speaker speaker_0: Okay. Your first and last name?

Speaker speaker_1: Nathan Rodicelli.

Speaker speaker_0: Mr. Rodicelli, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 3700 South Wasa Drive, uh, apartment 8104, Santa Ana, California 92704. And then, and then 42994.

Speaker speaker_0: Thank you for the information. We have a phone number on file which is, um, 201-270-7729. And your email is your first name, last name @gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Are we using your mailing address as a billing address?

Speaker speaker_1: Uh, no, I can use a separate billing address.

Speaker speaker_0: Go ahead. Can you tell me the address?

Speaker speaker_1: Uh, 252 Mahwah, M-A-H-W-A-H, Road. That's Mahwah, M-A-H-W-A-H, New Jersey, 07430.

Speaker speaker_0: 07430?

Speaker speaker_1: Yup.

Speaker speaker_0: Give me one second. Bear with me. This system is a little slow.

Speaker speaker_1: Sure, take your time.

Speaker speaker_0: All right. And... Right. So you're gonna be paying... Can you repeat the numbers, eh, uh, for your address? Just let me-

Speaker speaker_1: 3700. For the billing address or for the, uh, the regular, just my address?

Speaker speaker_0: No, the billing address.

Speaker speaker_1: 252 Mahwah Road.

Speaker speaker_0: Mm-hmm. And then the zip code as well.

Speaker speaker_1: 07430.

Speaker speaker_0: Okay. Um, you're gonna be paying \$17.21, right?

Speaker speaker_1: Sounds good.

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

Speaker speaker_1: 4833 1603 0153 3649.

Speaker speaker_0: I'm gonna read it back to you to make sure I have it correct. It's 4833 1603 1053 3649.

Speaker speaker_1: The only correction is it's 0153 is the cr- the third four-digit combo. The rest of it's correct. So it's 0153.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So yeah, I just read it back to you. It's 4833 1603 0153 3649.

Speaker speaker_0: Uh, thank you. And the expiration date. Sir? Sir? Can you hear me?

Speaker speaker_1: Sorry, sorry, I said 0230.

Speaker speaker_0: And the security code.

Speaker speaker_1: 520.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: We're gonna be sending you a, eh, uh, receipt to the email we have on file.

Speaker speaker_1: Great.

Speaker speaker_0: Okay, f%\$#& not feel right. Let me see what I...

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So the expiration code is 230, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the-

Speaker speaker_1: I think that's-

Speaker speaker_0: ... security code is 520?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: And we said, uh-The billing address 252 Melwood Road and this is-

Speaker speaker_2: 252, yeah.

Speaker speaker_0: ... zip code 07430.

Speaker speaker_2: Yeah.

Speaker speaker_0: Does the billing information, does it match your credit card?

Speaker speaker_2: Um, all right, I can try a different address then.

Speaker speaker_0: Okay. Let's try it.

Speaker speaker_2: You can do, you can try the same, um, as my, my, uh, other address.
The 3700-

Speaker speaker_0: That we have on file?

Speaker speaker_2: Yeah, yeah. The 5000 block address.

Speaker speaker_0: Yeah?

Speaker speaker_2: Yeah.

Speaker speaker_0: Let's try. It was, uh, the zip code 900... It says the credit card transaction failed due to fraud.

Speaker speaker_2: All right then. Thank you. That's fraud? Okay, then let me just see if it sends me a notification and I can approve it.

Speaker speaker_0: Okay.