

## **Transcript: Pamela**

**Blanc-6174353238573056-5192104821178368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you? Uh, yes, ma'am, uh, I have had, had dental insurance with y'all for BG Personnel, and, uh- Mm-hmm. ... and I just got hired on with the company that I'm working for, but they told me that I could extend my, uh, my, my coverage if I paid, if I paid the, uh, the weekly premium, and so I was called to... told to call, and, and make payment on this date. Okay. May I have the last four digits of your Social? Sure. It's 3069. Can you repeat that? I couldn't hear you. It's 3-0-6-9. Oh, 3-0-6-9. You said BG Staffing? Yes. Okay. Can you first find out my name, sir? Uh, Kevin McCarthy. Mr. McCarthy, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. It's... Uh, address is 6919 Cherry Meadow Drive, Austin, Texas 78745. My date of birth is September 13th, 1972. Thank you for the information. Sure. Uh... We have a telephone number on file, 737-351-5678. Right. And your email is kevinmcCarthy, your first and last name, 74 at gmail.com. Correct. All right. Let's see. Are we using, sir, your mailing address as your billing address as well? Yes. So the pre- you're gonna be paying \$5.30 for today. Okay. And then for the next- \$5.30? Yeah. And then for the next- Okay. ... um, three more weeks, you're gonna be paying the same amount every month. Okay. Okay. I'm ready for the card whenever you are. Okay. It's 434-258-0219-2006- I'm so sorry. What? Give me one second. For some reason my keyboard, it got stuck. Okay. Okay, 43- 4342-5802-19200649. I'm gonna read it back to you to make sure I have it correct. Okay. It's 4342-5802-19200649? Yes. Okay. And the expiration date? 0728. Your, uh, security code. 556. We will be sending you a email with your receipt to the email- Okay. ... we have on file. All right. Okay, and then next Monday, you could ca- give us a call again and make the, the next payment. Okay. All right. I'll- All right. Anything else from me or you? All right. Thank you. That's it. That's it. Thank you. Bye-bye. All right. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, ma'am, uh, I have had, had dental insurance with y'all for BG Personnel, and, uh-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... and I just got hired on with the company that I'm working for, but they told me that I could extend my, uh, my, my coverage if I paid, if I paid the, uh, the weekly premium, and so I was called to... told to call, and, and make payment on this date.

Speaker speaker\_1: Okay. May I have the last four digits of your Social?

Speaker speaker\_2: Sure. It's 3069.

Speaker speaker\_1: Can you repeat that? I couldn't hear you.

Speaker speaker\_2: It's 3-0-6-9.

Speaker speaker\_1: Oh, 3-0-6-9. You said BG Staffing?

Speaker speaker\_2: Yes. Okay.

Speaker speaker\_1: Can you first find out my name, sir?

Speaker speaker\_2: Uh, Kevin McCarthy.

Speaker speaker\_1: Mr. McCarthy, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Okay. It's... Uh, address is 6919 Cherry Meadow Drive, Austin, Texas 78745. My date of birth is September 13th, 1972.

Speaker speaker\_1: Thank you for the information.

Speaker speaker\_2: Sure.

Speaker speaker\_1: Uh... We have a telephone number on file, 737-351-5678.

Speaker speaker\_2: Right.

Speaker speaker\_1: And your email is kevinmcarthy, your first and last name, 74 at gmail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. Let's see. Are we using, sir, your mailing address as your billing address as well?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So the prem- you're gonna be paying \$5.30 for today.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then for the next-

Speaker speaker\_2: \$5.30? Yeah. And then for the next- Okay.

Speaker speaker\_1: ... um, three more weeks, you're gonna be paying the same amount every month.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. I'm ready for the card whenever you are.

Speaker speaker\_2: Okay. It's 434-258-0219-2006-

Speaker speaker\_1: I'm so sorry.

Speaker speaker\_2: What?

Speaker speaker\_1: Give me one second. For some reason my keyboard, it got stuck.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, 43-

Speaker speaker\_2: 4342-5802-19200649.

Speaker speaker\_1: I'm gonna read it back to you to make sure I have it correct.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It's 4342-5802-19200649?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And the expiration date?

Speaker speaker\_2: 0728.

Speaker speaker\_1: Your, uh, security code.

Speaker speaker\_2: 556.

Speaker speaker\_1: We will be sending you a email with your receipt to the email-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... we have on file.

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay, and then next Monday, you could ca- give us a call again and make the, the next payment.

Speaker speaker\_2: Okay. All right. I'll-

Speaker speaker\_1: All right. Anything else from me or you?

Speaker speaker\_2: All right. Thank you. That's it. That's it. Thank you. Bye-bye.

Speaker speaker\_1: All right. Thank you.