

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with? This is Michael Hensley. And how can I assist you? Uh, well, I got a message. There was a lapse in my coverage in the past, uh, one to two weeks due to a missed pay- payroll deduction. And I can go ahead and make a payment with my debit card if that'd be possible. Okay. What is the name of the staffing agency you work for? Uh, HD Staffing. And the last four digits of your Social? 7227. All righty. And if you can confirm your address and date of birth. 261 Rahrick Lane, Gainesville, Tennessee. 3-, 38-, uh, 38562. Uh, my birthday's July 12th, 1977. Okay. Do I have your phone number as 927-8422? Yes. Can I have your email address as michaelhensley96@gmail.com? Yes, that's me. All right. And you said you wanted to make a direct payment for this week, correct? Yes. Or whatever I'm- I'm- Whatever's due. Okay. And is the name on the card the same as the name on the account? Yes. Michael W. Hensley. And is the billing address the same as well? Yes. Okay. And what is that card number? 4432646497869909. All righty. And the security code? 292. And the expiration date? Uh, 03-29. All righty. So today we're making a direct payment on the amount of \$5.34 from the card ending in 99009. You will receive a emailed receipt once the payment has been processed. Do you authorize this payment? Yes, I do. All righty. That payment was successful. And like I said, you'll receive a emailed copy of your receipt to your email. Do you have any questions? Nope. That's all. Thank you so much for calling. You have a great day. Thank you. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with?

Speaker speaker_2: This is Michael Hensley.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, well, I got a message. There was a lapse in my coverage in the past, uh, one to two weeks due to a missed pay- payroll deduction. And I can go ahead and make a payment with my debit card if that'd be possible.

Speaker speaker_1: Okay. What is the name of the staffing agency you work for?

Speaker speaker_2: Uh, HD Staffing.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 7227.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker_2: 261 Rahrck Lane, Gainesville, Tennessee. 3-, 38-, uh, 38562. Uh, my birthday's July 12th, 1977.

Speaker speaker_1: Okay. Do I have your phone number as 927-8422?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as michaelhensley96@gmail.com?

Speaker speaker_2: Yes, that's me.

Speaker speaker_1: All right. And you said you wanted to make a direct payment for this week, correct?

Speaker speaker_2: Yes. Or whatever I'm- I'm- Whatever's due.

Speaker speaker_1: Okay. And is the name on the card the same as the name on the account?

Speaker speaker_2: Yes. Michael W. Hensley.

Speaker speaker_1: And is the billing address the same as well?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what is that card number?

Speaker speaker_2: 4432646497869909.

Speaker speaker_1: All righty. And the security code?

Speaker speaker_2: 292.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: Uh, 03-29.

Speaker speaker_1: All righty. So today we're making a direct payment on the amount of \$5.34 from the card ending in 99009. You will receive a emailed receipt once the payment has been processed. Do you authorize this payment?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: All righty. That payment was successful. And like I said, you'll receive a emailed copy of your receipt to your email. Do you have any questions?

Speaker speaker_2: Nope. That's all.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. You too.