

Transcript: Pearl

Rojas-4888919207362560-6072916910325760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits In A Card. My name is Pearl. Who did I have the pleasure of speaking with? Hi, Pearl. This is David Romero. Hello. Good afternoon. How are you? I'm good. And, uh- I called last week to make a, uh, to make a payment on my insurance because I had one week of being off, so there was no income for that week, and he told me to call back this week so, to check my, to see if I need to make a payment. Okay. No worries. We don't usually do that. So that I don't have a lapse. Okay. And what's the name of this agency you work for? Oh, I work for, uh, Partners Personnel. And the last four digits of your Social? 9121. And if you could verify your address and date of birth. 13686 East Evans Avenue, Aurora, 80014. And, oh, and what my date of birth is 7/15/63. Okay. And your phone number is 720-431-3026? Yes, that is correct. Then I have your email address as davidgromero726@gmail.com? Correct. Okay. So, yes. It looks like you are not active for this week. Um... Okay, so can I pay that today? Of course. To make sure that I... Right on. Do I already have a card on file for... We do not keep cards on file. Oh, okay. Tell me when you're ready. And is the name on the card the same as the name on the account? Yes. David Romero. Okay. And is the billing address the same as well? Yes. Okay. And that card number? Okay. 4100-3902-1836-8641. And it's a Visa. Alrighty, and the security code? I think so. 383. And the expiration date? It is, uh, 6/26. All righty. So today we'll be making a payment of \$55.05 from the card ending in 8641. And you'll receive an email with your receipt. Are you, um, authorizing this payment today? Am I authorized what? Authorizing this payment today? Oh, I, yeah, yes. Yes, I am. I am. Sorry. No problem. No problem. Alrighty. That payment was suc- successfully made, and like I said, you'll receive an email receipt. Okay. Well, thank you so much for helping me. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits In A Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Hi, Pearl. This is David Romero.

Speaker speaker_0: Hello. Good afternoon.

Speaker speaker_1: How are you?

Speaker speaker_0: I'm good. And, uh-

Speaker speaker_1: I called last week to make a, uh, to make a payment on my insurance because I had one week of being off, so there was no income for that week, and he told me to call back this week so, to check my, to see if I need to make a payment.

Speaker speaker_0: Okay. No worries. We don't usually do that.

Speaker speaker_1: So that I don't have a lapse. Okay.

Speaker speaker_0: And what's the name of this agency you work for?

Speaker speaker_1: Oh, I work for, uh, Partners Personnel.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 9121.

Speaker speaker_0: And if you could verify your address and date of birth.

Speaker speaker_1: 13686 East Evans Avenue, Aurora, 80014. And, oh, and what my date of birth is 7/15/63.

Speaker speaker_0: Okay. And your phone number is 720-431-3026?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: Then I have your email address as davidgromero726@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So, yes. It looks like you are not active for this week. Um...

Speaker speaker_1: Okay, so can I pay that today?

Speaker speaker_0: Of course.

Speaker speaker_1: To make sure that I... Right on. Do I already have a card on file for...

Speaker speaker_0: We do not keep cards on file.

Speaker speaker_1: Oh, okay. Tell me when you're ready.

Speaker speaker_0: And is the name on the card the same as the name on the account?

Speaker speaker_1: Yes. David Romero.

Speaker speaker_0: Okay. And is the billing address the same as well?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And that card number?

Speaker speaker_1: Okay. 4100-3902-1836-8641. And it's a Visa.

Speaker speaker_0: Alrighty, and the security code?

Speaker speaker_1: I think so. 383.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: It is, uh, 6/26.

Speaker speaker_0: All righty. So today we'll be making a payment of \$55.05 from the card ending in 8641. And you'll receive an email with your receipt. Are you, um, authorizing this payment today?

Speaker speaker_1: Am I authorized what?

Speaker speaker_0: Authorizing this payment today?

Speaker speaker_1: Oh, I, yeah, yes. Yes, I am. I am. Sorry.

Speaker speaker_0: No problem. No problem. Alrighty. That payment was suc- successfully made, and like I said, you'll receive an email receipt.

Speaker speaker_1: Okay. Well, thank you so much for helping me.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.