

Transcript: Pearl

Rojas-5953569727496192-5641723493531648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudel. Who are you speaking with? Hello, my name is David Wyler. How can I assist you, Mr. Wyler? Um, I guess my, my payment has not been deducted from payroll, and I gotta give you guys some money. Okay, I'm gonna go ahead and make a direct payment. What's the name of the company that you work for? Uh, BGSF. And the last four digits of your Social? 9889. All righty. And if you can confirm your address and date of birth for me. Uh, 1980 West 131 Street Place, Westminster, Colorado, 80234-102166. All right. And I have your phone number as 303-862-1863. Correct. And I have your email address as dave.wyler@yahoo.com. Correct. No, I have, I have not used any of these services yet, so I'm just, you know... I'm just letting you know. Okay, no worries. Yep. Taking a look here. It does look like the deduction wasn't done for this week, so we can make a de- payment today for the amount of \$18.55, or if you're planning on receiving the check this week and the, and the deduction will be taken out, you can just wait and then you'll have active coverage again next week. It's just however you prefer. So, it's \$18 a week, not a month, right? Correct. It's \$18.55 a week. Mm-hmm. No, I'll just pay it... I'll just pay it now because I want to stay current, you know, because they've missed before. Okay. Okay, no worries. I can definitely get that done for you. And is the name on your card the same as the name on the account? Uh, yes, ma'am. So I'm current though, right? I'm all, I'm all good. I'm all covered, right? Yes, until this week. Oh. Okay, cool. All righty. Let me get that one- Yeah, I just want to keep this current. Okay, no worries. So it's the 23rd. Okay, good. Yeah. And then... And... You might have Visa card info on file? I don't know if you- Um, so we don't save card information. Okay. All right. Is the billing address the same as well? Yes, ma'am. All righty. And what is that card number? Uh, 4342-5640-5060-6387. All righty, and the security code? 938. All righty, and the expiration date? 5/46. All righty, Mr. Wyler, I have that. We'll be making a direct payment today of \$18.55 from the card ending in 6387, and you'll receive that email receipt to dave.wyler@yahoo.com. Do you accept- Okay, yeah. And thank you for letting me know about that too, 'cause I'm bad about opening mail or whatever, you know? So I appreciate you guys letting me know that, that, you know, needs to be taken care of, so I appreciate that. No worries. Uh, do you accept the process of this payment? Yeah, process authorized. All righty, and that authorization was successful. And like I said, you'll receive that email copy of your receipt, okay? Thank you very much. No problem. Thank you so much for calling. You have a great day. You too, ma'am. Bye. Thank you.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_2: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudel. Who are you speaking with?

Speaker speaker_1: Hello, my name is David Wyler.

Speaker speaker_2: How can I assist you, Mr. Wyler?

Speaker speaker_1: Um, I guess my, my payment has not been deducted from payroll, and I gotta give you guys some money.

Speaker speaker_2: Okay, I'm gonna go ahead and make a direct payment. What's the name of the company that you work for?

Speaker speaker_1: Uh, BGSF.

Speaker speaker_2: And the last four digits of your Social?

Speaker speaker_1: 9889.

Speaker speaker_2: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_1: Uh, 1980 West 131 Street Place, Westminster, Colorado, 80234-102166.

Speaker speaker_2: All right. And I have your phone number as 303-862-1863.

Speaker speaker_1: Correct.

Speaker speaker_2: And I have your email address as dave.wyler@yahoo.com.

Speaker speaker_1: Correct. No, I have, I have not used any of these services yet, so I'm just, you know... I'm just letting you know.

Speaker speaker_2: Okay, no worries. Yep. Taking a look here. It does look like the deduction wasn't done for this week, so we can make a de- payment today for the amount of \$18.55, or if you're planning on receiving the check this week and the, and the deduction will be taken out, you can just wait and then you'll have active coverage again next week. It's just however you prefer.

Speaker speaker_1: So, it's \$18 a week, not a month, right?

Speaker speaker_2: Correct. It's \$18.55 a week.

Speaker speaker_1: Mm-hmm. No, I'll just pay it... I'll just pay it now because I want to stay current, you know, because they've missed before.

Speaker speaker_2: Okay. Okay, no worries. I can definitely get that done for you. And is the name on your card the same as the name on the account?

Speaker speaker_1: Uh, yes, ma'am. So I'm current though, right? I'm all, I'm all good. I'm all covered, right?

Speaker speaker_2: Yes, until this week.

Speaker speaker_1: Oh. Okay, cool.

Speaker speaker_2: All righty.

Speaker speaker_3: Let me get that one-

Speaker speaker_1: Yeah, I just want to keep this current.

Speaker speaker_3: Okay, no worries. So it's the 23rd.

Speaker speaker_1: Okay, good.

Speaker speaker_3: Yeah. And then... And...

Speaker speaker_1: You might have Visa card info on file? I don't know if you-

Speaker speaker_2: Um, so we don't save card information.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Is the billing address the same as well?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_3: All righty. And what is that card number?

Speaker speaker_1: Uh, 4342-5640-5060-6387.

Speaker speaker_3: All righty, and the security code?

Speaker speaker_1: 938.

Speaker speaker_3: All righty, and the expiration date?

Speaker speaker_1: 5/46.

Speaker speaker_3: All righty, Mr. Wyler, I have that. We'll be making a direct payment today of \$18.55 from the card ending in 6387, and you'll receive that email receipt to dave.wyler@yahoo.com. Do you accept-

Speaker speaker_1: Okay, yeah. And thank you for letting me know about that too, 'cause I'm bad about opening mail or whatever, you know? So I appreciate you guys letting me know that, that, you know, needs to be taken care of, so I appreciate that.

Speaker speaker_2: No worries. Uh, do you accept the process of this payment?

Speaker speaker_1: Yeah, process authorized.

Speaker speaker_3: All righty, and that authorization was successful. And like I said, you'll receive that email copy of your receipt, okay?

Speaker speaker_1: Thank you very much.

Speaker speaker_2: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too, ma'am. Bye. Thank you.