

## Transcript: Pearl

**Rojas-6730239186223104-5694715793162240**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Robin McRae. And how can I assist you? I was calling because I need to make a payment, but I think it might too late to make the payment. Okay. What's the name of the company that you work for? Mezofloor. And the last four digits of your social? 9306. All righty. And if you can verify your address and date of birth? My date of birth is May 15th, 1979, and my address is 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina 29510. All right. I do have your phone number as 843-260-0560. Yes, ma'am. And I have your email address as robinandrobort79@li- @live.com. Yes, ma'am. Okay. Um, no, you can still make that direct payment. Um, it's just that the payment, even though it is, today's Friday, it will only give you active coverage till Sunday, and then you'll have to call again on Monday to make the next payment. Okay, that's fine. There's no way you can keep the card on file? No, ma'am. I'm sorry. Okay. No problem. And is the name on the card is the same as the name on the account? Yes, ma'am. I'm sorry. What was that? Yes, ma'am. Okay. And is the address on the account the same as the billing address? Yes, ma'am. All righty. What's that card number? It's 4294-1623-8590-5026. All righty. And the security code? 677. And expiration date? 10-26. All righty. So today we're making a payment, uh, a direct payment of \$20.27 from the card ending in 5026. And you'll receive a receipt to your email we have on file. Are you au- are you authorizing this payment today? Yes, ma'am. All righty. And that payment was successfully processed. Do you have any questions? Yes, ma'am. Do, is there, um, 'cause I, um, I don't know if I'm looking on the wrong website. A list of the dentists that, um, takes my insurance. So if you go... If you look, if you look at your card, on the card it has a number called, that says find a provider. If you call that number- Uh-huh. ... and provide your information, they'll give you a list of providers. Okay. Thank you. No problem. Have a great day. You have a good day.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Robin McRae.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I was calling because I need to make a payment, but I think it might too late to make the payment.

Speaker speaker\_0: Okay. What's the name of the company that you work for?

Speaker speaker\_1: Mezofloor.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 9306.

Speaker speaker\_0: All righty. And if you can verify your address and date of birth?

Speaker speaker\_1: My date of birth is May 15th, 1979, and my address is 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina 29510.

Speaker speaker\_0: All right. I do have your phone number as 843-260-0560.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as robinandrobort79@li- @live.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, no, you can still make that direct payment. Um, it's just that the payment, even though it is, today's Friday, it will only give you active coverage till Sunday, and then you'll have to call again on Monday to make the next payment.

Speaker speaker\_1: Okay, that's fine. There's no way you can keep the card on file?

Speaker speaker\_0: No, ma'am. I'm sorry.

Speaker speaker\_1: Okay. No problem.

Speaker speaker\_0: And is the name on the card is the same as the name on the account?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: I'm sorry. What was that?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And is the address on the account the same as the billing address?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. What's that card number?

Speaker speaker\_1: It's 4294-1623-8590-5026.

Speaker speaker\_0: All righty. And the security code?

Speaker speaker\_1: 677.

Speaker speaker\_0: And expiration date?

Speaker speaker\_1: 10-26.

Speaker speaker\_0: All righty. So today we're making a payment, uh, a direct payment of \$20.27 from the card ending in 5026. And you'll receive a receipt to your email we have on file. Are you au- are you authorizing this payment today?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. And that payment was successfully processed. Do you have any questions?

Speaker speaker\_1: Yes, ma'am. Do, is there, um, 'cause I, um, I don't know if I'm looking on the wrong website. A list of the dentists that, um, takes my insurance.

Speaker speaker\_0: So if you go... If you look, if you look at your card, on the card it has a number called, that says find a provider. If you call that number-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... and provide your information, they'll give you a list of providers.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Have a great day.

Speaker speaker\_1: You have a good day.