

Transcript: VICTORIA

Taylor-4619375193047040-5562336269516800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Um, hi, Victoria. I just wanted to call to make a payment. Okay. What's the name of the agency you work for? Um, Creative Circle. And the last four of your social? 0170. Gotcha. And your first and last name? Nicole Spletin. All right. Do you mind verifying your address and date of birth? Um, 295 East 42nd Avenue, Eugene, Oregon 97405. And your date of birth? Oh, sorry, 1/26/74. Gotcha. Phone number is gonna be 503-806-2300? Uh, yes. And then email is first initial last name @gmail.com? Yes. Okay. Um, let's see. So it looks like if you were to make, if you were to make a direct payment, you would have to make up for last week and this week, uh, which comes out to a total of \$135.80. Okay. Um, the name on the card that you're paying with, is it just your first and last name that's on it? Yes. Okay. And would it be the same billing address as well? Yes. Okay. Give me one second. Okay. And what's the card number? Um, 5156... 7691... 2986... 7900. And the CVC? 529. 729? 529. Oh, okay. 529. And the expiration date? Uh, 1/28. I'm sorry, you said one? 28. 28. All righty. So it went through, and that makes this cover-, uh, the coverage active for last week and this week, and then you should get a receipt sent to your email automatically. Okay, great. Thank you. Yeah, you're welcome. Did you need help with anything else? No, that's it. Thank you. You're welcome. Have a good day. Um, thanks. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Um, hi, Victoria. I just wanted to call to make a payment.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Um, Creative Circle.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0170.

Speaker speaker_1: Gotcha. And your first and last name?

Speaker speaker_2: Nicole Spletin.

Speaker speaker_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker_2: Um, 295 East 42nd Avenue, Eugene, Oregon 97405.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Oh, sorry, 1/26/74.

Speaker speaker_1: Gotcha. Phone number is gonna be 503-806-2300?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: And then email is first initial last name @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let's see. So it looks like if you were to make, if you were to make a direct payment, you would have to make up for last week and this week, uh, which comes out to a total of \$135.80.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the name on the card that you're paying with, is it just your first and last name that's on it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And would it be the same billing address as well?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second. Okay. And what's the card number?

Speaker speaker_2: Um, 5156... 7691... 2986... 7900.

Speaker speaker_1: And the CVC?

Speaker speaker_2: 529.

Speaker speaker_1: 729?

Speaker speaker_2: 529.

Speaker speaker_1: Oh, okay. 529. And the expiration date?

Speaker speaker_2: Uh, 1/28.

Speaker speaker_1: I'm sorry, you said one?

Speaker speaker_2: 28.

Speaker speaker_1: 28. All righty. So it went through, and that makes this cover-, uh, the coverage active for last week and this week, and then you should get a receipt sent to your email automatically.

Speaker speaker_2: Okay, great. Thank you.

Speaker speaker_1: Yeah, you're welcome. Did you need help with anything else?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Um, thanks. Bye.