

Transcript: VICTORIA

Taylor-4756402085773312-5235360464060416

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? Hi, my name's Christopher Sneed and I'm calling to make a payment towards my benefits. Okay. Uh, what's the name of the agency you work for? Creative Circle. And the last four of your Social? 5722. Okay. Uh, do you mind verifying your address and date of birth? Uh, March 8th, 1985 and my address is 1420 South Figueroa, Apartment 515, Los Angeles, California, 90015. And then phone number 513-470-0180? That is correct, yes. And then I have your email address as sneadles@gmail.com? Yes. Okay. Uh, give me just one second. Okay. So you're wanting to make a direct payment for this week? Yeah. I believe my benefits expired Monday. Is that correct? Looks like the last day of active coverage was on the 27th, so Sunday. Okay, Sunday. Sorry, yeah. So I'd like to go ahead and make a payment then. Okay. So it would be \$40.69 for this week. Okay. And the, the name on the card you're paying with, is it just your first and last name that's on it? That's correct. Okay. Would it be the same billing address as well? Yes. Okay. Give me one second. Okay. And what is the card number? It is 4179-0308-1315-6373. And the CVC? Uh, it is 476. And then the expiration date? Uh, 0727. All righty. So that makes this week active up until the 3rd of November and you should get a receipt sent to your email. Okay. Perfect. Cool. Was there- And then anything else n- for me or is that it? Uh, nope. You're good to go on my end. Okay. Awesome. Thank you so much. You're welcome. Have a good day. You too. Thank you. Bye. Bye-bye. 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: Hi, my name's Christopher Sneed and I'm calling to make a payment towards my benefits.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5722.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, March 8th, 1985 and my address is 1420 South Figueroa, Apartment 515, Los Angeles, California, 90015.

Speaker speaker_1: And then phone number 513-470-0180?

Speaker speaker_2: That is correct, yes.

Speaker speaker_1: And then I have your email address as sneadles@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, give me just one second. Okay. So you're wanting to make a direct payment for this week?

Speaker speaker_2: Yeah. I believe my benefits expired Monday. Is that correct?

Speaker speaker_1: Looks like the last day of active coverage was on the 27th, so Sunday.

Speaker speaker_2: Okay, Sunday. Sorry, yeah. So I'd like to go ahead and make a payment then.

Speaker speaker_1: Okay. So it would be \$40.69 for this week.

Speaker speaker_2: Okay.

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

Speaker speaker_2: That's correct.

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

Speaker speaker_2: Yes.

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

Speaker speaker_2: It is 4179-0308-1315-6373.

Speaker speaker_1: And the CVC?

Speaker speaker_2: Uh, it is 476.

Speaker speaker_1: And then the expiration date?

Speaker speaker_2: Uh, 0727.

Speaker speaker_1: All righty. So that makes this week active up until the 3rd of November and you should get a receipt sent to your email.

Speaker speaker_2: Okay. Perfect. Cool.

Speaker speaker_1: Was there-

Speaker speaker_2: And then anything else n- for me or is that it?

Speaker speaker_1: Uh, nope. You're good to go on my end.

Speaker speaker_2: Okay. Awesome. Thank you so much.

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

Speaker speaker_2: You too. Thank you. Bye.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.