

Transcript: VICTORIA

Taylor-5538841466421248-5566932968456192

Full Transcript

Thank you for calling Benefits on Accord. This is Victoria. How can I help you? Hi, my name is Lashunda Jackson and, um, I have benefits but I missed a couple of paychecks. And I wanted to make a payment for my benefits. Okay. Uh, what's the name of the agency you work for? TRC. All right. And the last four of your Social? 7046. Gotcha. And Miss Jackson, do you mind verifying your address and date of birth? It is 950 ... No. I'm sorry. 3350 Flat Shoals Road, Atlanta, Georgia 30349. And your, uh, date of birth? 2/10/1987. Okay. And then phone number 678-499-5429? Yes, ma'am. And then email is just gonna be your first name dot last name dot lj at gmail.com? Yes, ma'am. Okay. So it looks like it's just this week that it's not active, so it would be \$5.66 for this week. Okay. Is that for the vision and dental? Yes, ma'am. It's... That's what you're enrolled in too. Okay. Let me unlock my card. All right. And a couple of questions before... So I can get this together. Uh, is the, the name on the card that you're paying with... Is it just your first and last name or is there a middle initial? No, ma'am. It's just my first and last name. Okay. Um, then would the billing address be the same address we have on file? Yes, ma'am. It will. Okay. Okay. And I'm ready whenever you are for the, uh, card info. It is... My card number is 4232 2302 2565 5237. The expiration is 0728. The CVC is 022. All righty. So that went through, and that makes your coverage active immediately for this week up until Sunday the 6th. Okay. Thank you so much. Yes, ma'am. Do you need help with anything else? No, ma'am. You have a great one. You too. Bye-bye. Now I need to go to the dentist. Did you need me to disconnect the call? No.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Accord. This is Victoria. How can I help you?

Speaker speaker_1: Hi, my name is Lashunda Jackson and, um, I have benefits but I missed a couple of paychecks. And I wanted to make a payment for my benefits.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: TRC.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 7046.

Speaker speaker_0: Gotcha. And Miss Jackson, do you mind verifying your address and date of birth?

Speaker speaker_1: It is 950 ... No. I'm sorry. 3350 Flat Shoals Road, Atlanta, Georgia 30349.

Speaker speaker_0: And your, uh, date of birth?

Speaker speaker_1: 2/10/1987.

Speaker speaker_0: Okay. And then phone number 678-499-5429?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is just gonna be your first name dot last name dot lj at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So it looks like it's just this week that it's not active, so it would be \$5.66 for this week.

Speaker speaker_1: Okay. Is that for the vision and dental?

Speaker speaker_0: Yes, ma'am. It's... That's what you're enrolled in too.

Speaker speaker_1: Okay. Let me unlock my card.

Speaker speaker_0: All right. And a couple of questions before... So I can get this together. Uh, is the, the name on the card that you're paying with... Is it just your first and last name or is there a middle initial?

Speaker speaker_1: No, ma'am. It's just my first and last name.

Speaker speaker_0: Okay. Um, then would the billing address be the same address we have on file?

Speaker speaker_1: Yes, ma'am. It will.

Speaker speaker_0: Okay. Okay. And I'm ready whenever you are for the, uh, card info.

Speaker speaker_1: It is... My card number is 4232 2302 2565 5237. The expiration is 0728. The CVC is 022.

Speaker speaker_0: All righty. So that went through, and that makes your coverage active immediately for this week up until Sunday the 6th.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Yes, ma'am. Do you need help with anything else?

Speaker speaker_1: No, ma'am. You have a great one.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Now I need to go to the dentist.

Speaker speaker_0: Did you need me to disconnect the call?

Speaker speaker_1: No.