

## **Transcript: VICTORIA**

**Taylor-5876462964391936-6151597831176192**

### **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. I wanted to go ahead and make, uh, a payment towards my plan today. Okay. Uh, what's the name of the agency you work for? Creative Circle. And the last four of your Social? 5722. Okay. And your first and last name? Christopher Sneed. Do you mind verifying your address and date of birth? Yeah. Date of birth is March 8th, 1985. Address is 1420 South Figueroa, Apartment 515, Los Angeles, California 90015. And then phone number 513-470-0180? Yes. And then I have email as s... sneadles@gmail.com? Yes. Okay. Um, let's see. So it would be \$40.69 for this week. Okay. Great. And the name on the card that... Uh, the name on the card that you're paying with, is it just your first and last name that's on it? Yeah. I guess Christopher, technically my full name, but yeah, Christopher C. Sneed. Okay. The middle initial's C? Yeah. All right. And, uh, billing address. Would that be the same address we have on file? Yes. Yes. Okay, give me one second. Mm-hmm. Okay, and what's the, uh, card number? It is 4179 0308 1315 6373. And the CVC? Um, it is 476. And the expiration date? Uh, 0727. Alrighty. So it went through and that makes this week active, and you should get a receipt sent to your email. Okay. Awesome. Great. Thank you so much for your support. Yes, sir. Did you need help with anything else? Uh, that's everything for today. Thank you so much. Yes, sir. Have a good day. You too. Thank you for this. 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. I wanted to go ahead and make, uh, a payment towards my plan today.

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. And your first and last name?

Speaker speaker\_2: Christopher Sneed.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah. Date of birth is March 8th, 1985. Address is 1420 South Figueroa, Apartment 515, Los Angeles, California 90015.

Speaker speaker\_1: And then phone number 513-470-0180?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I have email as s... sneadles@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, let's see. So it would be \$40.69 for this week.

Speaker speaker\_2: Okay. Great.

Speaker speaker\_1: And the name on the card that... Uh, 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: Yeah. I guess Christopher, technically my full name, but yeah, Christopher C. Sneed.

Speaker speaker\_1: Okay. The middle initial's C?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. And, uh, billing address. Would that be the same address we have on file?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: Okay, give me one second.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay, and what's the, uh, card number?

Speaker speaker\_2: It is 4179 0308 1315 6373.

Speaker speaker\_1: And the CVC?

Speaker speaker\_2: Um, it is 476.

Speaker speaker\_1: And the expiration date?

Speaker speaker\_2: Uh, 0727.

Speaker speaker\_1: Alrighty. So it went through and that makes this week active, and you should get a receipt sent to your email.

Speaker speaker\_2: Okay. Awesome. Great. Thank you so much for your support.

Speaker speaker\_1: Yes, sir. Did you need help with anything else?

Speaker speaker\_2: Uh, that's everything for today. Thank you so much.

Speaker speaker\_1: Yes, sir. Have a good day.

Speaker speaker\_2: You too. Thank you for this. Bye.