

Transcript: VICTORIA

Taylor-5993238107209728-6702032365764608

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? Uh, yes, I'm calling to clear my um, phone balance. Okay. What's the name of the agency you work for? Credit 360. And the last four of your social? 8209. And your first and last name? Uh, Eddie Strong Jr. Okay, hold on. Wait for the EDS phone to be in there, okay? Wait a moment. I'm sorry, what is your first and last name? Um, it's Eddie, E-D-D-I-E Strong, S-T-R-O-N-G. They're gonna add Jr. out. So just Eddie Strong? Jr., yeah, Eddie Strong Jr. Okay. Uh, do you mind verifying your address and date of birth? 707 May Street, uh, Apartment E5 on 10/20/1989. Phone number's 601-272-7589? Yes, that's the old number. Yes. Okay, is the phone number you're calling from now an updated number? No. No, it'd be 601-761-0626. 601-761-0626? Yes. Okay. And then email is eddiestrong0211@gmail.com? Yes. Okay. Um, I don't see that you're currently enrolled into anything. Okay, that's fine. Just thought I wanted to know. Okay. Did you need help with anything else? That's it. Gotcha. You have a wonderful day.

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: Uh, yes, I'm calling to clear my um, phone balance.

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

Speaker speaker_2: Credit 360.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 8209.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Eddie Strong Jr.

Speaker speaker_3: Okay, hold on. Wait for the EDS phone to be in there, okay? Wait a moment.

Speaker speaker_1: I'm sorry, what is your first and last name?

Speaker speaker_2: Um, it's Eddie, E-D-D-I-E Strong, S-T-R-O-N-G. They're gonna add Jr. out.

Speaker speaker_1: So just Eddie Strong?

Speaker speaker_2: Jr., yeah, Eddie Strong Jr.

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

Speaker speaker_2: 707 May Street, uh, Apartment E5 on 10/20/1989.

Speaker speaker_1: Phone number's 601-272-7589?

Speaker speaker_2: Yes, that's the old number. Yes.

Speaker speaker_1: Okay, is the phone number you're calling from now an updated number?

Speaker speaker_2: No. No, it'd be 601-761-0626.

Speaker speaker_1: 601-761-0626?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is eddiestrong0211@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, I don't see that you're currently enrolled into anything.

Speaker speaker_2: Okay, that's fine. Just thought I wanted to know.

Speaker speaker_1: Okay. Did you need help with anything else?

Speaker speaker_2: That's it.

Speaker speaker_1: Gotcha. You have a wonderful day.