

Transcript: VICTORIA

Taylor-6355880401092608-6541594266877952

Full Transcript

Thank you for calling Benefits 10-4. This is Victoria. How can I help you? Hi, Victoria. I'm Madeline Hengge. I'm calling to pay my medical insurance. I'm supposed to call every Monday. Okay. What's the name of the agency you work for? Um, Creative Circle. I don't work for them anymore, but now that, um, my contract ended, uh, I called you guys last week and you guys said that it will continue for a few more weeks, but I have to call every Monday, if that makes any sense to you. Makes perfect sense. We just work for a couple of different staffing agencies, so I wanna make sure I got the right one. What's the last four of your social? 9923. I'm sorry, your first and last name again? Madeline Hengge. Okay. Do you mind verifying your address and date of birth? Yeah, no worries. Um, 22nd of December, 1967. 75380 Rosa Street, Unit G, Carlsbad, California 92009. And then phone number is 815-6970? Yes. Okay. And then email is M-A-D-D-Y.H-E-N-G-G-E@gmail.com? Correct. Okay. Um, give me one second. Mm-hmm. All righty. So it is \$43.63. Mm-hmm. And the name on the card that you're paying with, is it just your first and last name that's on it? Correct. All right. And would the billing address be the same address we have on file? Yes. Okay. Give me one second. All righty. And what is the card number? 4388576179498890. Okay. I'm just gonna repeat that back to make sure I have it correct. 43885706- No. What? 5761. 5761. Okay. So 43885761- Yeah. 7949- No. 7649. Okay. I'm just gonna erase everything. Can you start from the beginning again? 4388- Four- 5761. ... eight, eight. Okay, so it's 4388- Mm-hmm. 5761. Okay. 7649 8890. Okay. So 7649 and then 8890? Exactly. 4388576176498890. Okay. Is that what you have? Yes. I have 438857616, uh, 6449... Okay. Let me start over. I'm so sorry. It's been a long day. 4388576176498890. Correct. Okay. The CVC? 103. And the expiration date? 11/28. Great. All righty. So that went through and makes this week active starting today up until the 20th, which is Sunday. And you should get a receipt- Mm-hmm. ... sent to your email. Mm-hmm. Okay. And do you have a confirmation code for me by chance? Give me one second and I can make one for you. Okay. So it looks like, um... So all the letters in this, by the way, are gonna be capitalized. Mm-hmm. It'd be CRC. CRC. Dash. L as in Larry. Mm-hmm. The number is six, seven. Mm-hmm. Y as in yo-yo, J as in Jack, V as in Victor, H as in Henry, the number one, Q as in queen, and the number seven at the end. Okay. Cool. Thanks so much. You're welcome. Do you need help with anything else? No. Thank you. Bye, Victoria.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-4. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. I'm Madeline Hengge. I'm calling to pay my medical insurance. I'm supposed to call every Monday.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, Creative Circle. I don't work for them anymore, but now that, um, my contract ended, uh, I called you guys last week and you guys said that it will continue for a few more weeks, but I have to call every Monday, if that makes any sense to you.

Speaker speaker_0: Makes perfect sense. We just work for a couple of different staffing agencies, so I wanna make sure I got the right one. What's the last four of your social?

Speaker speaker_1: 9923.

Speaker speaker_0: I'm sorry, your first and last name again?

Speaker speaker_1: Madeline Hengge.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah, no worries. Um, 22nd of December, 1967. 75380 Rosa Street, Unit G, Carlsbad, California 92009.

Speaker speaker_0: And then phone number is 815-6970?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is M-A-D-D-Y.H-E-N-G-G-E@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All righty. So it is \$43.63.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the name on the card that you're paying with, is it just your first and last name that's on it?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And would the billing address be the same address we have on file?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second. All righty. And what is the card number?

Speaker speaker_1: 4388576179498890.

Speaker speaker_0: Okay. I'm just gonna repeat that back to make sure I have it correct. 43885706-

Speaker speaker_1: No.

Speaker speaker_0: What?

Speaker speaker_1: 5761. 5761.

Speaker speaker_0: Okay. So 43885761-

Speaker speaker_1: Yeah.

Speaker speaker_0: 7949-

Speaker speaker_1: No. 7649.

Speaker speaker_0: Okay. I'm just gonna erase everything. Can you start from the beginning again?

Speaker speaker_1: 4388-

Speaker speaker_0: Four-

Speaker speaker_1: 5761.

Speaker speaker_0: ... eight, eight. Okay, so it's 4388-

Speaker speaker_1: Mm-hmm. 5761.

Speaker speaker_0: Okay.

Speaker speaker_1: 7649 8890.

Speaker speaker_0: Okay. So 7649 and then 8890?

Speaker speaker_1: Exactly. 4388576176498890.

Speaker speaker_0: Okay.

Speaker speaker_1: Is that what you have?

Speaker speaker_0: Yes. I have 438857616, uh, 6449... Okay. Let me start over. I'm so sorry. It's been a long day. 4388576176498890.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. The CVC?

Speaker speaker_1: 103.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: 11/28.

Speaker speaker_0: Great. All righty. So that went through and makes this week active starting today up until the 20th, which is Sunday. And you should get a receipt-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... sent to your email.

Speaker speaker_1: Mm-hmm. Okay. And do you have a confirmation code for me by chance?

Speaker speaker_0: Give me one second and I can make one for you. Okay. So it looks like, um... So all the letters in this, by the way, are gonna be capitalized.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It'd be CRC.

Speaker speaker_1: CRC.

Speaker speaker_0: Dash. L as in Larry.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The number is six, seven.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Y as in yo-yo, J as in Jack, V as in Victor, H as in Henry, the number one, Q as in queen, and the number seven at the end.

Speaker speaker_1: Okay. Cool. Thanks so much.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No. Thank you. Bye, Victoria.