

AUDIOS 26-50

26. Good afternoon, my name is David Bing, and I'm contacting you because I noticed an unauthorized charge on my credit card. The number is 9729528062523089, and the charge was for \$500, which I do not recall making. It was processed yesterday. I've checked with my bank, but they advised me to contact you for further investigation. I'm also available at 792-780-3673 if you need any further details to resolve this issue.

SPEAKER ID: speaker_0002

Male

Name
Phone number
Credit Card

27. Hi, I'm Kiara Clark, and I need to update my banking information. Recently, I received a notification about some issues with my payments. My bank account number is 008726931792, and the routing number is 021001088. I believe these numbers are correct, but I want to ensure that everything is updated in your system to avoid future problems. Could you please confirm this for me?

SPEAKER ID: speaker_0001

Female

Name
Account number
Routing number

28. Hello, this is Jennifer Cox. I've recently moved to a new address, and I'm trying to update it in your system. My old address was 87 Pine Lane, Apartment 3A, New York, NY 10001, but I've moved to 56 Oak Drive, Apartment 2C, Brooklyn, NY 11222. Also, I had an issue with my last package delivery, and I just wanted to confirm that it's being sent to my new address. My phone number is 212-654-3211 in case you need to reach me.

SPEAKER ID: speaker_0014

Female

Name
Phone number
Address
Address

29. Hi, this is Michael Rodriguez, and I'm calling about a recent bank transaction in my account that looks suspicious. The number is 8275749310, and the routing number for the account is 210807140. I noticed a transaction for \$2500 yesterday that I did not authorize, and I would like to dispute it. You can contact me on my number, 302-987-6543, for further details.

SPEAKER ID: speaker_0005

Male

Name

Phone number
Account number
Routing number

30. Hello, my name is Petunia Harris. I'm contacting you because I need help with my credit card. The number is 6011-4321-1239-8765, and I noticed several small charges that I didn't authorize, totaling around \$100. I would like to dispute these charges and request an investigation into my account. Also, my home address is 90 Green Street, Los Angeles, CA 90015. Please reach out to me at 215-925-6219 if more information is required.

SPEAKER ID: speaker_0004
Female

Name
Phone number
Address
Credit Card

31. Hi, this is Laurie Thompson. I'm reaching out regarding an issue with my Social Security Number. My SSN is 766-58-1372, and I've noticed that there have been some fraudulent activities under my name. I'd like to file a report and request assistance in resolving this matter as soon as possible. You can contact me at 617-356-7879 for further details.

SPEAKER ID: speaker_0013
Male

Name
Phone number
SSN

32. Hello, this is Jonathan Clark. I've noticed that my credit card number, 4532-1123-8613-8901, has been used for multiple purchases that I did not make. I would like to report these transactions and request a new card. Additionally, my current address is 67 Walnut Street, Boston, MA 20108. Please contact me at 617-974-1903 for further assistance.

SPEAKER ID: speaker_0092
Male

Name
Phone number
Address
Credit Card

33. Good morning, this is Ava Baker. I'm reaching out regarding my Social Security benefits. My SSN is 926-73-7539, and I haven't received my last payment. I also want to verify that my address is correct in your system: 54 Elm Street, Apartment 5A, Chicago, IL 60607. Please contact me at 312-567-8901 with any updates.

SPEAKER ID: speaker_0035
Female

Name
Phone number
Address
SSN

34. Hello, this is Tom Hardy. I'd like to update my billing information. My credit card number is 7230-2138-6529-1291, and the expiration date is 12th June 2026. Could you also confirm if my payments are up to date? My home address is 88 Pearl Avenue, Denver, CO 80209. Let me know if any further details are required.

SPEAKER ID: speaker_0069

Male

Name
Address
Credit Card

35. Good afternoon, I'm Amelia Carter. I'm reaching out because I've recently moved to 150 Sesame Street, Apartment 10B, Seattle, WA 98101, and I need to update my contact information. My Social Security Number is 376-54-9365, and I'd like to make sure everything is accurate on your end. My phone number is 259-976-7425 in case there are any questions.

SPEAKER ID: speaker_0075

Female

Name
Phone number
Address
SSN

36. Hello, my name is Lucas Miller, and I'm experiencing issues with my utility billing at 482 Pete Avenue, Apartment 12, Orlando, FL 33126. My account number is 71635289, and the associated bank routing number is 736269371. For the past week, I've noticed overcharges on my electricity bill despite no changes in usage. I've also had trouble accessing my online account due to connection errors. I've reset my login credentials, but the issue remains. Please get in touch with me at 624-643-8907 to resolve this matter. I appreciate your help.

SPEAKER ID: speaker_0072

Male

Name
Phone number
Address
Account number
Routing number

37. Good morning, this is Liam Mitchell. I'm calling about an issue with my credit card statement. I noticed a charge of \$650 that I don't recognize. The card number is 6211-8554-5624-9199, and the billing address linked to the card is 125 Park Avenue,

Suite 3C, Buffalo, NY 13416. Please get back to me at 415-666-6554 to resolve this matter.

SPEAKER ID: speaker_0080

Male

Name

Phone number

Address

Credit Card

38. Hi, this is Noah Buffay, and I'm calling regarding an issue with my recent credit card payment. My card number is 1981-7652-8912-4733, and I've been charged a late fee even though I made the payment on time. The payment was for \$120, and it was supposed to be deducted on the 5th of the month from my bank account, which has routing number 421596542. I'd like to have the late fee reversed and ensure that my account remains in good standing. Please contact me at 866-345-5773 with confirmation. Thank you for your assistance.

SPEAKER ID: speaker_0078

Male

Name

Phone number

Routing number

Credit Card

39. Hello, this is Sophia Benjamin. I'm reaching out to confirm a recent wire transfer from my account. My account number is 178525268109, and the routing number is 124000771. The transfer was for \$5000, and I just want to verify that it went through successfully. If you need to contact me, my phone number is 553-543-6230. Thank you.

SPEAKER ID: speaker_0090

Female

Name

Phone number

Account number

Routing number

40. Hi, this is Oscar Mild. I'm calling because I recently opened a new bank account, but I'm having trouble linking it to my online payment system. The account number is 852570532708. I'd appreciate any assistance in resolving this. Thank you.

SPEAKER ID: speaker_0032

Male

Name

Account number

41. Hi, this is Olivia Baker. I'm concerned about a recent withdrawal from my savings account that I didn't authorize. The account number is 7654321098. The withdrawal

was for \$900, and I need help filing a dispute. Please contact me at 241-527-0875 if you need more information.

SPEAKER ID: speaker_0055

Female

Name

Phone number

Account number

42. Good morning, this is Ava Black. I noticed a suspicious activity alert on my Social Security account. My SSN is 653-93-8735, and I'm concerned that someone may have accessed my information. Can you check if any unauthorized actions have been taken? If needed, I can be contacted at 126-578-6997.

SPEAKER ID: speaker_0044

Female

Name

Phone number

SSN

43. Good morning, my name is Hailey Watson. I need help with an order I placed last week. The billing address on my credit card is 92 River Road, Nashville, TN 37212. My card number is 4758-6894-3544-4421, and I was charged \$120 instead of the \$80 that was shown on my receipt. Could someone please look into this? I can be reached at 823-765-7652.

SPEAKER ID: speaker_0086

Female

Name

Phone number

Address

Credit Card

44. Hi, I'm Sam Trot. I'm contacting you because I received a message of a change to my Social Security benefits. My SSN is 766-76-554, and I'm unsure why this adjustment was made. Could you help me understand what's going on? Feel free to contact me at 743-759-5542 or at sam@email.com.

SPEAKER ID: speaker_0027

Male

Name

Phone number

SSN

Email

45. Hello, my name is Henry Wilson. I'd like to change the credit card I have on file for my subscription. The current card is 5726-1191-4221-8765, and I'd also like to update my billing address. The new address is 8 Clive Street, Bend, OR 97205. Could you confirm when the changes will take effect?

SPEAKER ID: speaker_0081

Male

Name
Address
Credit Card

46. Hi, this is Sarah Connor, and I'm calling about a delivery issue. My address is 25 Beverly Street, Apartment 4B, San Francisco, CA. Could you confirm if the package is being delivered to the correct address? I can be reached at 415-634-8762 for any further questions. Thanks for your help.

SPEAKER ID: speaker_0042

Female

Name
Phone number
Address

47. Hi, I'm Mia Thompson. I need to update my driver's licence details for my car insurance. My current licence number is C3891746, issued in California. I recently moved to 22 Redwood Drive, Sacramento, CA 95814, and I want to make sure my information is correct in your records. You can contact me at 896-543-7547 if you need anything else.

SPEAKER ID: speaker_0004

Female

Name
Phone number
Address
Licence

48. Hello, this is Nathan Wallace. I'm calling to renew my vehicle registration and want to ensure my driver's licence is still on file. My licence number is W214-843-54-819-0, issued in Florida. Could you also verify that my address, 448 Carter Stravenue, Miami, FL 33895, is correct? If you need any further details, feel free to reach me at 653-467-1398.

SPEAKER ID: speaker_0080

Male

Name
Phone number
Address
Licence

49. Hi, this is Chloe King. I recently renewed my driver's licence, and I'd like to update the details on my rental car agreement. My new licence number is C3245567, issued in California. I also want to ensure my current phone number, 871-845-0876, is on file for any updates. Let me know if anything else is needed.

SPEAKER ID: speaker_0073

Female

Name

Phone number

Licence

50. Hello, this is Dougal McGregor. I'm calling to report that I lost my driver's licence, and I need to order a replacement. My licence number is H47006196, issued in Hawaii. I want to confirm that my mailing address is still 20 Moises Gardens, Honolulu, HI 03949.

SPEAKER ID: speaker_0087

Male

Name

Address

Licence

ENTITIES

Name: 25

Phone number: 20

Address: 15

Account number: 6

Routing number: 5

Credit Card: 8

SSN: 5

Licence: 4

Email: 1