Decoding Chat Transcript

OnePay

Customer (Robert)

00:00

Robert has joined the conversation

System Message

00:03

Hi Robert, I'm Penny, One's automated assistant. This chat will be recorded and used in accordance with OnePay's privacy policy.

Bot

00:05

What can I help you with today? You can ask me a question or type 'Suggestions' and I can present some options.

Customer (Robert)

00:42

Agent

System Message

00:03

Let me connect you to someone who can help.

00:14

Please hold while we transfer you to the next available One Specialist. Your estimated wait time is a few minutes.

Agent (Karan)

00:22

Agent Karan has joined the conversation

Agent (Karan)

00:23

Hi Robert, I'm Karan, your One Specialist. Give me a moment to pull up your account. I'll respond back shortly.

Customer (Robert)

00:34

okay

00:45

limit add transfer bank?

Decoding Chat Transcript

OnePay

Agent (Karan)

02:03

Hi! It's been a pleasure to have you on the line, I just want to clarify, are you trying to ask about the limit for instant transfer to your link debit card?

Customer (Robert)

02:20

No

Agent (Karan)

02:41

Can you tell me more about your concern please?

Customer (Robert)

03:01

limit transfer bank to one

Agent (Karan)

04:20

Thank you so much for that information, let me just go ahead and check your account.

Customer (Robert)

04:50

add bank money transfer limit

Agent (Karan)

05:44

Hi Thank you for waiting on line. There are limits to how much you can pull into One from a linked account, and these limit vary from customer to customer.

Customer (Robert)

06:51

I want to add money from my bank, what is the limit for deposits?

07:51

I've linked my bank

Agent (Karan)

09:02

	Great question Robert, you can add money from your linked bank account with the limit of $500 or less since your account just previously opened. 09:40 You can definitely try to transfer from your bank account to one with that limit. Just let me know if you need assistance.	
	**Customer (Robert)** 12:59 *Thanks* 13:07 *Robert has left the conversation* 13:07 *Robert has left the conversation*	