

Transcript: Francesca

Baez-4903003078705152-5308405947744256

Full Transcript

Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today?
Hi there. Uh, earlier today, I tried to make a direct payment to continue my benefits, and the representative I talked with, uh... get back. I'm sorry, sir. The line was cutting off. You said something about the representative you spoke with? The representative I spoke... I apologize, sir. Yeah. It's still cutting off. Maybe try to move around the area you're currently at. Uh... Hello? It is still cutting, sir. Hello? Is this better now? Yes, sir. I can hear you loud and clear now. Super. Okay. So, I... Earlier today, the representative said they would... you would have to call me back to process the transaction, um, and I haven't gotten a call back yet. Um, yes, sir. So, it usually takes 24 to 48 hours for us to give a call back, especially when there's current issues in the system we're trying to process any payment. Okay. If the payment wasn't in process, it was because there was a... there was an administrative issue. Yes, sir. Okay. That's what I meant by the 24 to 48 hours. We're just waiting to hear back from our front office in regards to that particular issue at the moment, but as soon as they hear back, they'll give you a call 'cause it was you, um, and I believe four other members that are waiting on our call back. Okay. All right. Thank you. Of course. Have a great day, and I'll make sure to mention this to everybody, just so they're aware- Okay. ... they have to do their callbacks. Have a great day, sir.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi there. Uh, earlier today, I tried to make a direct payment to continue my benefits, and the representative I talked with, uh... get back.

Speaker speaker_0: I'm sorry, sir. The line was cutting off. You said something about the representative you spoke with?

Speaker speaker_1: The representative I spoke...

Speaker speaker_0: I apologize, sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: It's still cutting off. Maybe try to move around the area you're currently at.

Speaker speaker_1: Uh... Hello?

Speaker speaker_0: It is still cutting, sir. Hello?

Speaker speaker_1: Is this better now?

Speaker speaker_0: Yes, sir. I can hear you loud and clear now.

Speaker speaker_1: Super. Okay. So, I... Earlier today, the representative said they would... you would have to call me back to process the transaction, um, and I haven't gotten a call back yet.

Speaker speaker_0: Um, yes, sir. So, it usually takes 24 to 48 hours for us to give a call back, especially when there's current issues in the system we're trying to process any payment.

Speaker speaker_1: Okay. If the payment wasn't in process, it was because there was a... there was an administrative issue.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: That's what I meant by the 24 to 48 hours. We're just waiting to hear back from our front office in regards to that particular issue at the moment, but as soon as they hear back, they'll give you a call 'cause it was you, um, and I believe four other members that are waiting on our call back.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Of course. Have a great day, and I'll make sure to mention this to everybody, just so they're aware-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they have to do their callbacks. Have a great day, sir.