

## Transcript: Francesca

**Baez-4985009247567872-6613573889900544**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I'd like to go ahead and make a payment for my benefits. What type of inc- What type of income company do you work with? Uh, Creative Circle. What are the last four of the social? 5722. For security purposes, can you please verify your mailing address and date of birth? Yeah. Date of birth is March 8th, 1985. Mailing address is 1420 South Figueroa, Apartment 515, Los Angeles, California 90015. I have your phone number to 513-470-0180. Yes. And we have your email down as lastnameles@gmail.com? Yes. All right. And will the card you're using today have the same mailing address as the one that you just confirmed? Yes. Okay. Bear with me one moment. Oh, okay, whenever you're ready, you can go ahead with the card number. Okay. It is 4179-0308-1315-6373. All right. I have 4179-0308-1315-6373. That is correct. And what will be the expiration day? Uh, 0727. And the digit on the back? Sorry, the security code, or what do you mean? Yes, sir, the security code on the back. Yeah, it is four-sev- or 476. Four-seven-six. And for the purpose of the line being recorded, do you authorize Benefits in a Card to make a deduction of \$40.69 for this week's benefits from November 11th to the 17th from your Visa ending in 6373 today, November 12th, 2024? Yes. All right. So the payment was processed. They are going to send you a copy of the receipt to the email we have on file, which we verified. Would you like me to pro- also provide you that confirmation code over the phone just in case? Um, yeah, if you could please, 'cause I haven't received any of the emails I think from these. So, um, give me one second to write this down. Um- Take your time. Okay, yeah. Okay, ready when you are. All right, the ac- torization code is 312- Three, okay. ... 6, oh wait, 312-163, sorry. 163, mm-hmm. Oh, is that it? And that was, yes, sir, and that was for Monday the 11th to the 17th. Okay. Awesome. Thank you so much for your help. Of course. Keep in mind you have one more payment and then you'll be COBRA eligible after that payment. Okay, okay, great. Thank you so much for that update as well. I was going to ask you guys on the next call so- ... good to know. Do you want their phone number so you can speak with them and get, um, an overview of how much it will be to have a policy with them? Yeah, that might be helpful. There's just, I feel like there's so many options, so I'm just like, I'm going to wave them all. So if you have the number though, I'll write that down too. Of course. That's going to be 800- Mm-hmm. ... 833- Mm-hmm. ... 4296. 4296. Okay, great. Awesome. Thank you so much. Of course. My pleasure. I hope you have a wonderful rest of your day and thank you for giving us a call today. You too. Thank you. Bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi. I'd like to go ahead and make a payment for my benefits.

Speaker speaker\_1: What type of inc- What type of income company do you work with?

Speaker speaker\_2: Uh, Creative Circle.

Speaker speaker\_1: What are the last four of the social?

Speaker speaker\_2: 5722.

Speaker speaker\_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker\_2: Yeah. Date of birth is March 8th, 1985. Mailing address is 1420 South Figueroa, Apartment 515, Los Angeles, California 90015.

Speaker speaker\_1: I have your phone number to 513-470-0180.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And we have your email down as lastnameles@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And will the card you're using today have the same mailing address as the one that you just confirmed?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Bear with me one moment. Oh, okay, whenever you're ready, you can go ahead with the card number.

Speaker speaker\_2: Okay. It is 4179-0308-1315-6373.

Speaker speaker\_1: All right. I have 4179-0308-1315-6373.

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And what will be the expiration day?

Speaker speaker\_2: Uh, 0727.

Speaker speaker\_1: And the digit on the back?

Speaker speaker\_2: Sorry, the security code, or what do you mean?

Speaker speaker\_1: Yes, sir, the security code on the back.

Speaker speaker\_2: Yeah, it is four-sev- or 476.

Speaker speaker\_1: Four-seven-six. And for the purpose of the line being recorded, do you authorize Benefits in a Card to make a deduction of \$40.69 for this week's benefits from November 11th to the 17th from your Visa ending in 6373 today, November 12th, 2024?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So the payment was processed. They are going to send you a copy of the receipt to the email we have on file, which we verified. Would you like me to provide you that confirmation code over the phone just in case?

Speaker speaker\_2: Um, yeah, if you could please, 'cause I haven't received any of the emails I think from these. So, um, give me one second to write this down. Um-

Speaker speaker\_1: Take your time.

Speaker speaker\_2: Okay, yeah. Okay, ready when you are.

Speaker speaker\_1: All right, the ac- torization code is 312-

Speaker speaker\_2: Three, okay.

Speaker speaker\_1: ... 6, oh wait, 312-163, sorry.

Speaker speaker\_2: 163, mm-hmm. Oh, is that it?

Speaker speaker\_1: And that was, yes, sir, and that was for Monday the 11th to the 17th.

Speaker speaker\_2: Okay. Awesome. Thank you so much for your help.

Speaker speaker\_1: Of course. Keep in mind you have one more payment and then you'll be COBRA eligible after that payment.

Speaker speaker\_2: Okay, okay, great. Thank you so much for that update as well. I was going to ask you guys on the next call so- ... good to know.

Speaker speaker\_1: Do you want their phone number so you can speak with them and get, um, an overview of how much it will be to have a policy with them?

Speaker speaker\_2: Yeah, that might be helpful. There's just, I feel like there's so many options, so I'm just like, I'm going to wave them all. So if you have the number though, I'll write that down too.

Speaker speaker\_1: Of course. That's going to be 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 833-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 4296.

Speaker speaker\_2: 4296. Okay, great. Awesome. Thank you so much.

Speaker speaker\_1: Of course. My pleasure. I hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker\_2: You too. Thank you. Bye.

Speaker speaker\_1: Bye-bye.