

Transcript: Francesca

Baez-5178766409777152-4582874929610752

Full Transcript

Thank you for calling by the card. My name is Francesca. How may I assist you today? Uh, yeah, yeah. Uh, you, you, uh, said your name is what? My name is Francesca. Francesca, yes, my name is James Smith and, uh, I, I, I need to make a payment. I need to make a payment on my, um... Hold on one minute. You there? Yes, sir. I'm waiting for you to finish. I don't want to interrupt. Uh, uh, oh, that's okay. You can interrupt. Uh, yes, uh, I, I, I wanna make a payment 'cause I think, uh, you know, I pay b- b- b- um, bi-weekly and, and, uh, so I gotta make a payment today and then I, I make one more payment and then my insurance will end on, on, on May 11th. So, I, I gotta make this payment and one more. Which, which staffing company were you with? MAU. And what are the last four of that social? 90116. Please verify your mailing address and date of birth. 3800 East North Street Apartment 20, Greenville, South Carolina. Now, now, now, you may have a different date of birthday now because, y- y- you know, know that they... L- I- it's been hard to find me 'cause my date of birth may not be updated, uh, uh, uh, like the same on my driving license. But, uh, it's 12/10/56. If, if, if not that, it would be 12/10/57. All right. Is the billing address for the card that you will be using the same as the address that you verified with me? Uh, yes. Right. So this week's coverage will be \$52.70 per paycheck. Yes. Yes, this week's coverage and then, then, then I got one more payment then after that I think it, it, it, it will, it will be ended. Yes, sir. That is correct. All right. So we're all set up. Whenever you're ready, you can start with our card number. 4342 5700 5810 2733. What is the expiration code? 0429. And the code on the back? Uh, let me see. 642. Mr. Smith, do you authorize Benefits in a card to make the deduction of \$42.70 today, April 29th for the benefits starting from April 28th to May 4th from the visa ending in 2733? Uh, yes. All right, Mr. Smith. So, you're going to be getting an email with a copy of the receipt for this payment. Would you like to write down the confirmation code just in case? Uh, no. Y- you know, no, uh, I, you know, know, uh, uh, trust you. Understood, sir. Right, so you are all set up and you are correct. Next week will be your last week and then after that you'll have to speak with COBRA if you were to continue any of these plans. Um, I see here, I'm not sure if they went over it with you, but from your current plan you'll be able to continue the vision and dental as well as the medical with COBRA, okay? Okay. So with COBRA I'll be able to continue the, the, the, the medical and dental? Yes, sir, and the vision. Those three. Medical, dental and vision. So, so, so how do I... So, so, so when do I need to contact COBRA? They usually send you a letter informing you that you're eligible to enroll with them. We do have their phone number if you like, but we just don't have any other information as far as how it works with their enrollment. I'll get it on my last pay- p- pay... Well, I, I'll get it once I make my last payment. Understood. But, but I, um- But you are all set, Mr. Smith. Mm-hmm. Great. Fantastic, fantastic. I, um, I'm going to, um, see, see, my, uh, Blue Cross Blue b- Blue Shield will be kicking in in about, in, in, um, in, um, in, um, in about 30 more days.

So, I'll, I- I'll only need COBRA for about 30 days. Understood. I'll go ahead and make a note here since you're all set up for that payment, um, that you would be calling back and the next time you call back, you will be wanting that COBRA information, okay? Great. Fantastic. Now, now, now, now, when do I make my next payment? I think i- i- let me... I'm looking at my calendar here. So, I'll, I'll be making my next payment, uh, uh, on, uh, April the... I mean, I mean May the 6th. Do I, do I need to make my next payment May the 6th I think, right? Yes, sir. You can either call in that Monday or that Tuesday to make that payment. Okay. Well, yeah, yeah, yeah, yeah. I'll call in that Monday. All right. It was a pleasure assisting you today. I hope you have a wonderful rest of your day. Yes, ma'am. You too. Bye-bye. Thank you. Bye-bye. Hmm.

Conversation Format

Speaker speaker_0: Thank you for calling by the card. My name is Francesca. How may I assist you today?

Speaker speaker_1: Uh, yeah, yeah. Uh, you, you, uh, said your name is what?

Speaker speaker_0: My name is Francesca.

Speaker speaker_1: Francesca, yes, my name is James Smith and, uh, I, I, I need to make a payment. I need to make a payment on my, um... Hold on one minute. You there?

Speaker speaker_0: Yes, sir. I'm waiting for you to finish. I don't want to interrupt.

Speaker speaker_1: Uh, uh, oh, that's okay. You can interrupt. Uh, yes, uh, I, I, I wanna make a payment 'cause I think, uh, you know, I pay b- b- b- um, bi-weekly and, and, uh, so I gotta make a payment today and then I, I make one more payment and then my insurance will end on, on, on May 11th. So, I, I gotta make this payment and one more.

Speaker speaker_0: Which, which staffing company were you with?

Speaker speaker_1: MAU.

Speaker speaker_0: And what are the last four of that social?

Speaker speaker_1: 90116.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 3800 East North Street Apartment 20, Greenville, South Carolina. Now, now, now, you may have a different date of birthday now because, y- y- you know, know that they... L- I- it's been hard to find me 'cause my date of birth may not be updated, uh, uh, uh, like the same on my driving license. But, uh, it's 12/10/56. If, if, if not that, it would be 12/10/57.

Speaker speaker_0: All right. Is the billing address for the card that you will be using the same as the address that you verified with me?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Right. So this week's coverage will be \$52.70 per paycheck.

Speaker speaker_1: Yes. Yes, this week's coverage and then, then, then I got one more payment then after that I think it, it, it, it will, it will be ended.

Speaker speaker_0: Yes, sir. That is correct. All right. So we're all set up. Whenever you're ready, you can start with our card number.

Speaker speaker_1: 4342 5700 5810 2733.

Speaker speaker_0: What is the expiration code?

Speaker speaker_1: 0429.

Speaker speaker_0: And the code on the back?

Speaker speaker_1: Uh, let me see. 642.

Speaker speaker_0: Mr. Smith, do you authorize Benefits in a card to make the deduction of \$42.70 today, April 29th for the benefits starting from April 28th to May 4th from the visa ending in 2733?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: All right, Mr. Smith. So, you're going to be getting an email with a copy of the receipt for this payment. Would you like to write down the confirmation code just in case?

Speaker speaker_1: Uh, no. Y- you know, no, uh, I, you know, know, uh, uh, trust you.

Speaker speaker_0: Understood, sir. Right, so you are all set up and you are correct. Next week will be your last week and then after that you'll have to speak with COBRA if you were to continue any of these plans. Um, I see here, I'm not sure if they went over it with you, but from your current plan you'll be able to continue the vision and dental as well as the medical with COBRA, okay?

Speaker speaker_1: Okay. So with COBRA I'll be able to continue the, the, the, the medical and dental?

Speaker speaker_0: Yes, sir, and the vision. Those three. Medical, dental and vision.

Speaker speaker_1: So, so, so how do I... So, so, so when do I need to contact COBRA?

Speaker speaker_0: They usually send you a letter informing you that you're eligible to enroll with them. We do have their phone number if you like, but we just don't have any other information as far as how it works with their enrollment.

Speaker speaker_1: I'll get it on my last pay- p- pay... Well, I, I'll get it once I make my last payment.

Speaker speaker_0: Understood.

Speaker speaker_1: But, but I, um-

Speaker speaker_0: But you are all set, Mr. Smith. Mm-hmm.

Speaker speaker_1: Great. Fantastic, fantastic. I, um, I'm going to, um, see, see, my, uh, Blue Cross Blue b- Blue Shield will be kicking in in about, in, in, um, in, um, in, um, in about 30 more days. So, I'll, I- I'll only need COBRA for about 30 days.

Speaker speaker_0: Understood. I'll go ahead and make a note here since you're all set up for that payment, um, that you would be calling back and the next time you call back, you will be wanting that COBRA information, okay?

Speaker speaker_1: Great. Fantastic. Now, now, now, now, now, when do I make my next payment? I think i- i- let me... I'm looking at my calendar here. So, I'll, I'll be making my next payment, uh, uh, on, uh, April the... I mean, I mean May the 6th. Do I, do I need to make my next payment May the 6th I think, right?

Speaker speaker_0: Yes, sir. You can either call in that Monday or that Tuesday to make that payment.

Speaker speaker_1: Okay. Well, yeah, yeah, yeah, yeah. I'll call in that Monday.

Speaker speaker_0: All right. It was a pleasure assisting you today. I hope you have a wonderful rest of your day.

Speaker speaker_1: Yes, ma'am. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye. Hmm.