

## **Transcript: Francesca**

**Baez-5347518050385920-5694610329485312**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca at Benefits in a Card, looking to speak with Mr. Colson on behalf of MAU Staffing. I'm speaking, Francesca. Yes, sir. So IT was able to go ahead and clear that system for me, so I'm ready to take that payment for your life insurance. Okay. You, you want the number again? You ready for the number again? Yes, sir. Can you want- Hello? Yes, sir. Can you hear me? Yes. Oh, there we go. Um, yes, sir. I will have to put it in again. The system doesn't save any payment methods. Yes, ma'am. And then we did say that it's going to have the same address that we verify with you on file previously. Yes, ma'am. Yes, ma'am. All right, and then since it is gonna be just for the life insurance, it's gonna be \$2.11 today. Okay. All right, and then whenever you're ready, you can go ahead with our card number. 4853400369788551. What is that expiration date? 10/25. And the code on the back? 765. All right. With that being said, Mr. Colson, do you authorize Benefits in a Card to make a deduction of \$2.11 for your Visa ending in 8551 today, April 7th, 2026, for your life insurance plan? Yes, ma'am. It says that it was declined for the card transaction. I think you might have to call your, um, bank to get it authorized. The details on the error message says, "Suspected fraud." Because I'm paying a le- This is the payroll card I get from MAU. Okay? This is my payroll card from my job. Okay. Do you ever have to call to authorize any payments with that card? I did months ago, um, when I was taking money out of the ATM, but never with payments. Um, I pay my cell phone bill through this card, I pay my water bill through this card. I pay h- I pay a lot of stuff on this card. Okay. Have you ever made a payment with us over the phone with that card? No, this is my first time. Okay, so that's what I meant by saying that maybe you'll need to call it in. More than likely, it's possibly not recognizing our system and it might take it as if it's someone else, not yourself, trying to use your card probably. Okay. Okay, thank you, ma'am. Um, I'll, I'll call you back. Okay. Understood. All right, thank you. My pleasure.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good morning. My name is Francesca at Benefits in a Card, looking to speak with Mr. Colson on behalf of MAU Staffing.

Speaker speaker\_0: I'm speaking, Francesca.

Speaker speaker\_2: Yes, sir. So IT was able to go ahead and clear that system for me, so I'm ready to take that payment for your life insurance.

Speaker speaker\_0: Okay. You, you want the number again? You ready for the number again?

Speaker speaker\_2: Yes, sir. Can you want-

Speaker speaker\_0: Hello?

Speaker speaker\_2: Yes, sir. Can you hear me?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Oh, there we go. Um, yes, sir. I will have to put it in again. The system doesn't save any payment methods.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: And then we did say that it's going to have the same address that we verify with you on file previously.

Speaker speaker\_0: Yes, ma'am. Yes, ma'am.

Speaker speaker\_2: All right, and then since it is gonna be just for the life insurance, it's gonna be \$2.11 today.

Speaker speaker\_0: Okay.

Speaker speaker\_2: All right, and then whenever you're ready, you can go ahead with our card number.

Speaker speaker\_0: 4853400369788551.

Speaker speaker\_2: What is that expiration date?

Speaker speaker\_0: 10/25.

Speaker speaker\_2: And the code on the back?

Speaker speaker\_0: 765.

Speaker speaker\_2: All right. With that being said, Mr. Colson, do you authorize Benefits in a Card to make a deduction of \$2.11 for your Visa ending in 8551 today, April 7th, 2026, for your life insurance plan?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: It says that it was declined for the card transaction. I think you might have to call your, um, bank to get it authorized. The details on the error message says, "Suspected fraud."

Speaker speaker\_0: Because I'm paying a le- This is the payroll card I get from MAU. Okay? This is my payroll card from my job.

Speaker speaker\_2: Okay. Do you ever have to call to authorize any payments with that card?

Speaker speaker\_0: I did months ago, um, when I was taking money out of the ATM, but never with payments. Um, I pay my cell phone bill through this card, I pay my water bill through this card. I pay h- I pay a lot of stuff on this card.

Speaker speaker\_2: Okay. Have you ever made a payment with us over the phone with that card?

Speaker speaker\_0: No, this is my first time.

Speaker speaker\_2: Okay, so that's what I meant by saying that maybe you'll need to call it in. More than likely, it's possibly not recognizing our system and it might take it as if it's someone else, not yourself, trying to use your card probably.

Speaker speaker\_0: Okay. Okay, thank you, ma'am. Um, I'll, I'll call you back. Okay.

Speaker speaker\_2: Understood.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_2: My pleasure.