

## **Transcript: Franchesca**

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### **Full Transcript**

Thank you for calling how can I assist you today? Um, I was calling to make, um, my premium payment. What staffing company do you work with? I work with MAU at Kimberly-Clark in Beech Island, South Carolina. What are the last four of the social and the last name, please? 5683, the last name is Golfing. Just verify your mailing address and date of birth to make sure I have the right account in front of me. 1010 Finkland Road, Beech Island, South Carolina. My date of birth is 6/5/1966. We have a personal number to reach you down as 803-508-2589 with the email kenneth66@gmail.com? Yes, ma'am. And does the card you'll be using have the same mailing address as the one that we verified? Yes, ma'am. All right, this benefit will be \$2.11. Whenever you're ready, you can start with our card number. 4853400369788551. All right, and what is the expiration date? 10/25. And the code on the back? 765. This is SM, do you authorize Benefits Now Card to make the deduction of \$2.11 from your Visa ending in 8551 today, April 14th, 2025? Yes, ma'am. All right, the payment went through. You will be sent a copy of the receipt to your email. Would you like to write down the authorization code? Yes, ma'am. Let me know when you're ready. I'm ready. It's going to be 060... Yes. ...501. Thank you, ma'am, I appreciate that. All right, bye-bye. Of course, and have a great day. You too. Yeah.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling how can I assist you today?

Speaker speaker\_1: Um, I was calling to make, um, my premium payment.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: I work with MAU at Kimberly-Clark in Beech Island, South Carolina.

Speaker speaker\_0: What are the last four of the social and the last name, please?

Speaker speaker\_1: 5683, the last name is Golfing.

Speaker speaker\_0: Just verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: 1010 Finkland Road, Beech Island, South Carolina. My date of birth is 6/5/1966.

Speaker speaker\_0: We have a personal number to reach you down as 803-508-2589 with the email kenneth66@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And does the card you'll be using have the same mailing address as the one that we verified?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, this benefit will be \$2.11. Whenever you're ready, you can start with our card number.

Speaker speaker\_1: 4853400369788551.

Speaker speaker\_0: All right, and what is the expiration date?

Speaker speaker\_1: 10/25.

Speaker speaker\_0: And the code on the back?

Speaker speaker\_1: 765.

Speaker speaker\_0: This is SM, do you authorize Benefits Now Card to make the deduction of \$2.11 from your Visa ending in 8551 today, April 14th, 2025?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, the payment went through. You will be sent a copy of the receipt to your email. Would you like to write down the authorization code?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Let me know when you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: It's going to be 060...

Speaker speaker\_1: Yes.

Speaker speaker\_0: ...501.

Speaker speaker\_1: Thank you, ma'am, I appreciate that. All right, bye-bye.

Speaker speaker\_0: Of course, and have a great day.

Speaker speaker\_1: You too. Yeah.