

## Transcript: Francesca

**Baez-6362847853592576-5859752564408320**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Miss Francesca. My name is Robin McRae. Excuse me. And I just received a text message saying something about there was a lapse in coverage, but I made my payments for the past two weeks, probably three weeks now. Did you stop working with your staffing company and were making those payments out of pocket with us on the phone? Can you repeat that? Yes, ma'am. I was asking if you stopped working with your staffing company and have been making those payments out of pocket with us on the phone? Yes, ma'am. So it's still going to send you those text messages. It's not an actual human being sending them, it's the automated system, so it just goes through a contact list. It's gonna send that- Oh, okay. ... out till the fifth week, I believe it is. When you turn into the Monday of the fifth week, you're no longer on that list so the system automatically cancels the policy. Okay. 'Cause I know I just made a payment on the phone. Was that very- I just made a payment on the phone with an automated system. And she said I would receive a, a receipt, but I hadn't received the receipt yet. Did you check your junk and spam mail as well? Yes, ma'am. Uh-huh. If you like, I can take a look at the account and retrieve a confirmation number for you to keep, just in case. Please. Of course. What are the last four of the Social? 9306. All right, and Miss Robbins, for security purposes, could you verify that date of birth for me and address? It's May 15th, 1979. And the address is 503 Suwannee Street, Apartment 4F, Hendersonville, South Carolina 29512. He not talking to you. All right, and then we have that phone number same as on your card on 843-260-0516 with the email of robinmrobert79@live.com. Uh, say that one more time 'cause it sound like you said something wrong. Yes, ma'am. I have the email down as Robin, letter M, Robert, ending in a T, 79@live.com. That's correct. All right, here it is, and then I have that confirmation number whenever you're ready. It is five digits long. Let me get... Uh-oh. I'm ready. It's 582- Uh-huh. ... 273. Oh, that's really six, not five. Okay. Actually, six digits long, not five. I apologize. That's okay. All right, and then that covered you from this Monday, the 31st, all the way 'til this Sunday, the sixth. Okay, thank you. Of course. And then based on your account status, you might be receiving those text messages for two more weeks about those laps in coverage, which you can just ignore. Okay. All right. Was there anything else we can assist you with today? No, ma'am, that's it. Thank you. Of course. I hope you have a wonderful rest of your day, and thank you for Okay, bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Miss Francesca. My name is Robin McRae. Excuse me. And I just received a text message saying something about there was a lapse in coverage, but I made my payments for the past two weeks, probably three weeks now.

Speaker speaker\_0: Did you stop working with your staffing company and were making those payments out of pocket with us on the phone?

Speaker speaker\_1: Can you repeat that?

Speaker speaker\_0: Yes, ma'am. I was asking if you stopped working with your staffing company and have been making those payments out of pocket with us on the phone?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So it's still going to send you those text messages. It's not an actual human being sending them, it's the automated system, so it just goes through a contact list. It's gonna send that-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... out till the fifth week, I believe it is. When you turn into the Monday of the fifth week, you're no longer on that list so the system automatically cancels the policy.

Speaker speaker\_1: Okay. 'Cause I know I just made a payment on the phone.

Speaker speaker\_0: Was that very-

Speaker speaker\_1: I just made a payment on the phone with an automated system. And she said I would receive a, a receipt, but I hadn't received the receipt yet.

Speaker speaker\_0: Did you check your junk and spam mail as well?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Uh-huh. If you like, I can take a look at the account and retrieve a confirmation number for you to keep, just in case.

Speaker speaker\_1: Please.

Speaker speaker\_0: Of course. What are the last four of the Social?

Speaker speaker\_1: 9306.

Speaker speaker\_0: All right, and Miss Robbins, for security purposes, could you verify that date of birth for me and address?

Speaker speaker\_1: It's May 15th, 1979. And the address is 503 Suwannee Street, Apartment 4F, Hendersonville, South Carolina 29512. He not talking to you.

Speaker speaker\_0: All right, and then we have that phone number same as on your card on 843-260-0516 with the email of robinmrobert79@live.com.

Speaker speaker\_1: Uh, say that one more time 'cause it sound like you said something wrong.

Speaker speaker\_0: Yes, ma'am. I have the email down as Robin, letter M, Robert, ending in a T, 79@live.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All right, here it is, and then I have that confirmation number whenever you're ready. It is five digits long.

Speaker speaker\_1: Let me get... Uh-oh. I'm ready.

Speaker speaker\_0: It's 582-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 273. Oh, that's really six, not five.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Actually, six digits long, not five. I apologize.

Speaker speaker\_1: That's okay.

Speaker speaker\_0: All right, and then that covered you from this Monday, the 31st, all the way 'til this Sunday, the sixth.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. And then based on your account status, you might be receiving those text messages for two more weeks about those laps in coverage, which you can just ignore.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Was there anything else we can assist you with today?

Speaker speaker\_1: No, ma'am, that's it. Thank you.

Speaker speaker\_0: Of course. I hope you have a wonderful rest of your day, and thank you for

Speaker speaker\_1: Okay, bye-bye.

Speaker speaker\_0: Bye.