Transcript: Franchesca Baez-6485647022407680-6457853718609920

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello? Hi. I'd like to pay for my benefits, please. Okay. And what staffing company do you work with? Trera. What are the last four of your Social? 4042. Your last name, please? Navaska. Please verify your mailing address and your date of birth. My birthday is April 30, 1985. My address is 2610 North 64th Street Southwest, Apartment A-330, Lynnwood, Washington 98087. I show a best phone number to reach you down as 425-616-7527. Yes. We have your email down as the firstandlastname@gmail.com. Yes. All right. So for the benefits from Monday, 27th, 'til February 2nd, it will be $36.76 per paycheck. Will the billing information on the card you're using today be the same one as we just verified? Um, can you give me the details one more time? Yes, sir. Services from January 27, 2025, 'til February 2nd, 2025, will be $36.76 per paycheck. Is the billing information on the benefit card, I mean, on the card that you'll be using to pay your benefits today the same one as the one that we verified earlier on the line today? Yes. All right. Whenever you're ready, you can go ahead with the card number. 5379... 8610... 2374... 4441. What is the expiration date? 10/28. And the code on the back? 103. All right. And for the purpose of this line being recorded, Mr. Nash, by the authorized Benefits in a Card to make the deduction of $36.76 today, January 27th, 2025, to be deducted from your MasterCard ending in 4441? Yes. All right. Would you like to go ahead and write down your authorization code, which is also the confirmation code? Okay. I'm ready. All right. That confirmation number is going to be 027... 86... Z, as in zebra. Okay. Thank you. Of course. It was my pleasure. Was there anything else aside from this that we can assist you with today? No. That's it. All right. Oh, and you're also going to get a copy of your receipt to the email we have on file for you as well. Okay? Okay. All right. I hope you have a wonderful rest of your day. Thank you. And thank you for calling Benefits in a Card today. And keep in mind that you're already on the third week, so next week will be the last week you can make a payment out of pocket before the system cancels the policy. Oh. I can only pay for it for four weeks? Yes, sir. 'Cause the benefits themselves need an active deduction from a paycheck being provided by your staffing company to stay active. Otherwise, the policy will cancel itself since the coverage is only for actively working employees. Okay. So I have one more week left? Yes, sir. Okay. Thank you. My pleasure. Have a wonderful rest of your day. Thank you. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello?

Speaker speaker_1: Hi. I'd like to pay for my benefits, please.

Speaker speaker_0: Okay. And what staffing company do you work with?

Speaker speaker_1: Trera.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 4042.

Speaker speaker_0: Your last name, please?

Speaker speaker_1: Navaska.

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

Speaker speaker_1: My birthday is April 30, 1985. My address is 2610 North 64th Street Southwest, Apartment A-330, Lynnwood, Washington 98087.

Speaker speaker_0: I show a best phone number to reach you down as 425-616-7527.

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as the firstandlastname@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So for the benefits from Monday, 27th, 'til February 2nd, it will be $36.76 per paycheck. Will the billing information on the card you're using today be the same one as we just verified?

Speaker speaker_1: Um, can you give me the details one more time?

Speaker speaker_0: Yes, sir. Services from January 27, 2025, 'til February 2nd, 2025, will be $36.76 per paycheck. Is the billing information on the benefit card, I mean, on the card that you'll be using to pay your benefits today the same one as the one that we verified earlier on the line today?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Whenever you're ready, you can go ahead with the card number.

Speaker speaker_1: 5379... 8610... 2374... 4441.

Speaker speaker_0: What is the expiration date?

Speaker speaker_1: 10/28.

Speaker speaker_0: And the code on the back?

Speaker speaker_1: 103.

Speaker speaker_0: All right. And for the purpose of this line being recorded, Mr. Nash, by the authorized Benefits in a Card to make the deduction of $36.76 today, January 27th, 2025, to

be deducted from your MasterCard ending in 4441?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Would you like to go ahead and write down your authorization code, which is also the confirmation code?

Speaker speaker_1: Okay. I'm ready.

Speaker speaker_0: All right. That confirmation number is going to be 027... 86... Z, as in zebra.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. It was my pleasure. Was there anything else aside from this that we can assist you with today?

Speaker speaker_1: No. That's it.

Speaker speaker_0: All right. Oh, and you're also going to get a copy of your receipt to the email we have on file for you as well. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day.

Speaker speaker_1: Thank you.

Speaker speaker_0: And thank you for calling Benefits in a Card today. And keep in mind that you're already on the third week, so next week will be the last week you can make a payment out of pocket before the system cancels the policy.

Speaker speaker_1: Oh. I can only pay for it for four weeks?

Speaker speaker_0: Yes, sir. 'Cause the benefits themselves need an active deduction from a paycheck being provided by your staffing company to stay active. Otherwise, the policy will cancel itself since the coverage is only for actively working employees.

Speaker speaker_1: Okay. So I have one more week left?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: My pleasure. Have a wonderful rest of your day.

Speaker speaker_1: Thank you. You, too.