

Transcript: Francesca

Baez-6682984760000512-4950448774103040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Um, hi. Hola. Uh, I want it in English instead, please. My name is Francesca. Thank you for calling Benefit A Car. How can I help you? Hi. Um, I just received a text that there's a lapse in my coverage. I'm between, between assignments so I just wanted to, uh, see if I can pay. What staffing company do you work with? Oxford, uh, Global Services. What are the last four of your Social? 8215. Please verify your mailing address and date of birth. Address is 953 Clinton Place, Baldwin, New York, 11510. And the, uh, date of birth is 5/1/1969. I have that phone number, 516-650-2779? Yes, correct. Can I have your email down as first name, last name, initial, 427@gmail.com? 424@gmail.com. Okay. So the only area that we did not receive payment for was for this week. So you'll be making the payment for that week's benefits or would you like to leave it as it is? Um, what's the amount that I need to pay for, to get us current? \$39.90. I would like to pay that. Will the billing address on the card that you'll be using be the same one as the one that we just verified? Yes, it is. Go ahead with the card number once you're ready. Okay. Um, I'm, um, I'm in between assignments and I have not had an assignment since December 20, uh, 31st. So, um, is this the total that's going to put me, um, current? So ma'am, these are weekly benefits. They are taken out of the pay stub that Oxford Global is providing for you. As of right now, the only lapse that we have is for this week's benefits that we did not receive payment for. So there- Okay. ... are weekly p- weekly benefits. As far as current goes, it just means that you'll have coverage for this week. Okay. All right. Okay, my card is 4207670168300435. What is the expiration day? 5/25. And the code on the back? 448. To give you authorized Benefit A Car to make the deduction of \$39.90 for your coverage from January 20th to January 26th. Today, January 23rd, 2025 ending from your Visa card of 0435? Yes. All right. So a copy of your receipt is gonna be sent over to the email we have on file that we verified. Would you like to write down the confirmation code for this payment that was taken? Sure. Let me know whenever you are ready. I'm ready. It will be 051. 051. 214. 2... 051214? Yes, ma'am. Okay. Okay. All right. Was there anything else aside from taking that payment that we can assist you with today? Uh, no, that's all. Thank you so much. My pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefit A Car today. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Um, hi. Hola. Uh, I want it in English instead, please.

Speaker speaker_1: My name is Francesca. Thank you for calling Benefit A Car. How can I help you?

Speaker speaker_2: Hi. Um, I just received a text that there's a lapse in my coverage. I'm between, between assignments so I just wanted to, uh, see if I can pay.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Oxford, uh, Global Services.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 8215.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: Address is 953 Clinton Place, Baldwin, New York, 11510. And the, uh, date of birth is 5/1/1969.

Speaker speaker_1: I have that phone number, 516-650-2779?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Can I have your email down as first name, last name, initial, 427@gmail.com?

Speaker speaker_2: 424@gmail.com.

Speaker speaker_1: Okay. So the only area that we did not receive payment for was for this week. So you'll be making the payment for that week's benefits or would you like to leave it as it is?

Speaker speaker_2: Um, what's the amount that I need to pay for, to get us current?

Speaker speaker_1: \$39.90.

Speaker speaker_2: I would like to pay that.

Speaker speaker_1: Will the billing address on the card that you'll be using be the same one as the one that we just verified?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Go ahead with the card number once you're ready.

Speaker speaker_2: Okay. Um, I'm, um, I'm in between assignments and I have not had an assignment since December 20, uh, 31st. So, um, is this the total that's going to put me, um, current?

Speaker speaker_1: So ma'am, these are weekly benefits. They are taken out of the pay stub that Oxford Global is providing for you. As of right now, the only lapse that we have is for this week's benefits that we did not receive payment for. So there-

Speaker speaker_2: Okay.

Speaker speaker_1: ... are weekly p- weekly benefits. As far as current goes, it just means that you'll have coverage for this week.

Speaker speaker_2: Okay. All right. Okay, my card is 4207670168300435.

Speaker speaker_1: What is the expiration day?

Speaker speaker_2: 5/25.

Speaker speaker_1: And the code on the back?

Speaker speaker_2: 448.

Speaker speaker_1: To give you authorized Benefit A Car to make the deduction of \$39.90 for your coverage from January 20th to January 26th. Today, January 23rd, 2025 ending from your Visa card of 0435?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So a copy of your receipt is gonna be sent over to the email we have on file that we verified. Would you like to write down the confirmation code for this payment that was taken?

Speaker speaker_2: Sure.

Speaker speaker_1: Let me know whenever you are ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: It will be 051.

Speaker speaker_2: 051.

Speaker speaker_1: 214.

Speaker speaker_2: 2... 051214?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right. Was there anything else aside from taking that payment that we can assist you with today?

Speaker speaker_2: Uh, no, that's all. Thank you so much.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefit A Car today.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.