

## **Transcript: Franchesca**

**Baez-5609792376455168-6742370907111424**

### **Full Transcript**

Your call may be monitored for quality purposes. Good morning, my name is Francesca for your ex-college speaker Miss Martin. Yes. Yes ma'am. I was just going to let you know the front office will go ahead and process a refund since the payment didn't go through on our pharmacy department yet. Okay. Thank you very much. Of course, you might see it at first as a pending deduction on your bank statement. It could take 48 hours to clear through. That's fine. It will no longer show as a pending payment being taken out. Okay that's, that's fine. Thank you very much for doing that. No problem my pleasure. Have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored for quality purposes.

Speaker speaker\_1: Good morning, my name is Francesca for your ex-college speaker Miss Martin.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yes ma'am. I was just going to let you know the front office will go ahead and process a refund since the payment didn't go through on our pharmacy department yet.

Speaker speaker\_2: Okay. Thank you very much.

Speaker speaker\_1: Of course, you might see it at first as a pending deduction on your bank statement. It could take 48 hours to clear through.

Speaker speaker\_2: That's fine.

Speaker speaker\_1: It will no longer show as a pending payment being taken out.

Speaker speaker\_2: Okay that's, that's fine. Thank you very much for doing that.

Speaker speaker\_1: No problem my pleasure. Have a great day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye-bye.