

Transcript: Francesca

Baez-5938491057291264-5791166699716608

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Yes, hello. This is Francesca, Benefits Tenocard. Um, I was on the line with you processing a payment for your coverage for BEF staffing. Thank you for calling me back. Ugh. Of course . Um- My son kept calling me and he probably hung up. Oh, no . All right. So then we're just needing the code on the back of that card. Um, I think it was 507 but let me make sure. Um, it is... 507. Yes, ma'am. All right. And then for the purpose of the line being recorded, Ms. Chambliss, do you authorize Benefits Tenocard to make the payment of \$13.22 from your Visa ending in 9397 today, February 6th, 2025, for the payment of- Mm-hmm. ... coverage from February 3rd to the 9th? Yes. All right. Let's see. Okay. So you're gonna be receiving a receipt to the email that we verified that ha- that we have on file. Okay. Did you want to write down your authorization code, which will also be the confirmation code? No, ma'am. I just got a receipt from my bank so it's all good. Understood. Was there anything else aside from this that we can assist you with today? Well, this is it. You have a great rest of your day, Miss Francesca. Thank you for being a great help. Of course. Thank you. You too. Have a wonderful day. Feel better. Bye-bye. Thanks.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Yes, hello. This is Francesca, Benefits Tenocard. Um, I was on the line with you processing a payment for your coverage for BEF staffing.

Speaker speaker_0: Thank you for calling me back. Ugh.

Speaker speaker_2: Of course . Um-

Speaker speaker_0: My son kept calling me and he probably hung up.

Speaker speaker_2: Oh, no . All right. So then we're just needing the code on the back of that card.

Speaker speaker_0: Um, I think it was 507 but let me make sure. Um, it is... 507. Yes, ma'am.

Speaker speaker_2: All right. And then for the purpose of the line being recorded, Ms. Chambliss, do you authorize Benefits Tenocard to make the payment of \$13.22 from your

Visa ending in 9397 today, February 6th, 2025, for the payment of-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... coverage from February 3rd to the 9th?

Speaker speaker_0: Yes.

Speaker speaker_2: All right. Let's see. Okay. So you're gonna be receiving a receipt to the email that we verified that ha- that we have on file.

Speaker speaker_0: Okay.

Speaker speaker_2: Did you want to write down your authorization code, which will also be the confirmation code?

Speaker speaker_0: No, ma'am. I just got a receipt from my bank so it's all good.

Speaker speaker_2: Understood. Was there anything else aside from this that we can assist you with today?

Speaker speaker_0: Well, this is it. You have a great rest of your day, Miss Francesca. Thank you for being a great help.

Speaker speaker_2: Of course. Thank you. You too. Have a wonderful day. Feel better.

Speaker speaker_0: Bye-bye. Thanks.