

Transcript: Francesca

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Full Transcript

Welcome to Benefitinal Card. My name is Francesca. How can I assist you today? Hi, Francesca. I'm here to pay my, uh, five dollars and some change for my, uh, insurance again this week. I called, they told me to call every Monday. Which staffing company it was? Uh, it was TRC. What are the last four of the social and your last name? 3435... 0101. And the last name? Oh, sorry, Edwards. That's all right. Can you please verify your mailing address and your date of birth for me? Yeah. February 12th, 1993 and then 9505 Royal Lane, Apartment 1111, Dallas, Texas 75243. All right. We have telephone number 940-222-7206 with the email of first and last name seven at gmail.com? Yes. All right. And is the billing address for that card you're using today the same as the address that you just verified for me? Yes. Yeah. All right. Whenever you're ready for that card number, you can go ahead. It's 52751503 50933081 and the expiration 03/30 and the CVC is 034. All right. Ms. Edwards, were you authorized Benefitinal Card to make a deduction of \$5.66 today, May 5th, 2025 for the coverage for May 5th all the way to Sunday, May 11th? Yes. All right. So the payment went through. You'll be sent a copy of the receipt. Would you like to write down the authorization code? No. No, thank you. I'm all right. Appreciate it. Understood. Of course you have two more direct payments that you're able to make out of pocket. Oh, two more to do? Yes, ma'am. Okay. I have... Uh, they told me that Cobra or somebody was gonna eventually send me something in the mail if I wanted to continue after those next two ones, but I haven't received anything. Do y'all know if they email too or is it just through mail? Um, so we're not too sure but they're a separate company but I believe it's through mail that they will send you a letter. They're not going to send that out however till this policy gets ended. Oh, till it's ended. Okay, so I will have to wait for that to come in to see if I can get it again or get something again. That is correct, ma'am. Um, I feel like we do have their phone number. You can try to speak with them, but we do not know what the process will be like unfortunately. That's okay. I do appreciate your help though. You have a good day. Thank you. You too. Have a wonderful rest of your day. All right. Thanks. Okay, bye. Bye.

Conversation Format

Speaker speaker_0: Welcome to Benefitinal Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. I'm here to pay my, uh, five dollars and some change for my, uh, insurance again this week. I called, they told me to call every Monday.

Speaker speaker_0: Which staffing company it was?

Speaker speaker_1: Uh, it was TRC.

Speaker speaker_0: What are the last four of the social and your last name?

Speaker speaker_1: 3435... 0101.

Speaker speaker_0: And the last name?

Speaker speaker_1: Oh, sorry, Edwards.

Speaker speaker_0: That's all right. Can you please verify your mailing address and your date of birth for me?

Speaker speaker_1: Yeah. February 12th, 1993 and then 9505 Royal Lane, Apartment 1111, Dallas, Texas 75243.

Speaker speaker_0: All right. We have telephone number 940-222-7206 with the email of first and last name seven at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And is the billing address for that card you're using today the same as the address that you just verified for me?

Speaker speaker_1: Yes. Yeah.

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

Speaker speaker_1: It's 52751503 50933081 and the expiration 03/30 and the CVC is 034.

Speaker speaker_0: All right. Ms. Edwards, were you authorized Beneficial Card to make a deduction of \$5.66 today, May 5th, 2025 for the coverage for May 5th all the way to Sunday, May 11th?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So the payment went through. You'll be sent a copy of the receipt. Would you like to write down the authorization code?

Speaker speaker_1: No. No, thank you. I'm all right. Appreciate it.

Speaker speaker_0: Understood. Of course you have two more direct payments that you're able to make out of pocket.

Speaker speaker_1: Oh, two more to do?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I have... Uh, they told me that Cobra or somebody was gonna eventually send me something in the mail if I wanted to continue after those next two ones, but I haven't received anything. Do y'all know if they email too or is it just through mail?

Speaker speaker_0: Um, so we're not too sure but they're a separate company but I believe it's through mail that they will send you a letter. They're not going to send that out however till

this policy gets ended.

Speaker speaker_1: Oh, till it's ended. Okay, so I will have to wait for that to come in to see if I can get it again or get something again.

Speaker speaker_0: That is correct, ma'am. Um, I feel like we do have their phone number. You can try to speak with them, but we do not know what the process will be like unfortunately.

Speaker speaker_1: That's okay. I do appreciate your help though. You have a good day.

Speaker speaker_0: Thank you. You too. Have a wonderful rest of your day.

Speaker speaker_1: All right. Thanks. Okay, bye.

Speaker speaker_0: Bye.