

Transcript: Francesca

Baez-6166672312942592-5823108416585728

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, hi, Francesca. My name is Terry Lineberry and I just received a text that you guys did not receive payment, I guess, last week. Um, so I need to do whatever I need to do to make payment. Ma'am, it's completely optional and it's up to you. What staffing company do you work with? Creative Circle. What are the last four of your Social? 6451. Please verify your mailing address and date of birth to make sure I have the right account. Uh, 502 Cypress Vista, Houston, Texas 77094, 5-7-1960. I have our phone number reached you down as 281-216-5258. That's correct. We have your email done with your first and last name at gmail.com. That's correct. Yes, ma'am. So the reason you received that text message is 'cause this week we did not receive payment. Did you miss any hours of work? Yeah, I worked but there's a mix-up in their payroll system and time card deals. And I know that's not your problem, that's mine. But, um, you know, I just... I'm in the process of having some dental work done so I don't want this coverage to lapse. Sure thing. So it will be 63 dollars and 78 cents. Okay. Will you accept- And that will only cost you... Sorry? Will you accept my American Express card? No, ma'am. We only work with either Discovery, a Visa, or a MasterCard but we do not take American Express. I'm sorry. All right. Well, let me get my Visa. I'm sorry, ma'am? Um, let me get my Visa number. Do you have a Visa? Will it have the same billing address as the one that we verified? Yes. All right. You can go ahead with that card number whenever you're ready. 4342 5801 2432 9574. What is the expiration date? 06/27. And the code on the back? 880. With that being said, Ms. Lineberry, do you authorize Benefits in a Card to make a deduction of \$63.78 for your coverage from January 20th to the 26th from your Visa ending in 9574 today, January 23rd? Yes, I do. All right. A copy of your receipt is gonna be sent to the email we have on file. Would you like to write down your authorization code, which is basically that confirmation code for your payment? Yeah, that'd probably be a good idea. Okay, I'm ready. That's gonna be 068774. All righty. Thank you for your help. No problem. It was my pleasure. Was there anything else we can assist you with today? Not right now. But I... thank you. You're welcome. Have a wonderful rest of your day. Thank you for calling Benefits in a Card today. Okay. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, hi, Francesca. My name is Terry Lineberry and I just received a text that you guys did not receive payment, I guess, last week. Um, so I need to do whatever I need to do to make payment.

Speaker speaker_1: Ma'am, it's completely optional and it's up to you. What staffing company do you work with?

Speaker speaker_2: Creative Circle.

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

Speaker speaker_2: 6451.

Speaker speaker_1: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker_2: Uh, 502 Cypress Vista, Houston, Texas 77094, 5-7-1960.

Speaker speaker_1: I have our phone number reached you down as 281-216-5258.

Speaker speaker_2: That's correct.

Speaker speaker_1: We have your email done with your first and last name at gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: Yes, ma'am. So the reason you received that text message is 'cause this week we did not receive payment. Did you miss any hours of work?

Speaker speaker_2: Yeah, I worked but there's a mix-up in their payroll system and time card deals. And I know that's not your problem, that's mine. But, um, you know, I just... I'm in the process of having some dental work done so I don't want this coverage to lapse.

Speaker speaker_1: Sure thing. So it will be 63 dollars and 78 cents.

Speaker speaker_2: Okay. Will you accept-

Speaker speaker_1: And that will only cost you... Sorry?

Speaker speaker_2: Will you accept my American Express card?

Speaker speaker_1: No, ma'am. We only work with either Discovery, a Visa, or a MasterCard but we do not take American Express. I'm sorry.

Speaker speaker_2: All right. Well, let me get my Visa.

Speaker speaker_1: I'm sorry, ma'am?

Speaker speaker_2: Um, let me get my Visa number. Do you have a Visa?

Speaker speaker_1: Will it have the same billing address as the one that we verified?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. You can go ahead with that card number whenever you're ready.

Speaker speaker_2: 4342 5801 2432 9574.

Speaker speaker_1: What is the expiration date?

Speaker speaker_2: 06/27.

Speaker speaker_1: And the code on the back?

Speaker speaker_2: 880.

Speaker speaker_1: With that being said, Ms. Lineberry, do you authorize Benefits in a Card to make a deduction of \$63.78 for your coverage from January 20th to the 26th from your Visa ending in 9574 today, January 23rd?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: All right. A copy of your receipt is gonna be sent to the email we have on file. Would you like to write down your authorization code, which is basically that confirmation code for your payment?

Speaker speaker_2: Yeah, that'd probably be a good idea. Okay, I'm ready.

Speaker speaker_1: That's gonna be 068774.

Speaker speaker_2: All righty. Thank you for your help.

Speaker speaker_1: No problem. It was my pleasure. Was there anything else we can assist you with today?

Speaker speaker_2: Not right now. But I... thank you.

Speaker speaker_1: You're welcome. Have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_2: Okay. Bye.

Speaker speaker_1: Bye.