

## Transcript: Francesca

**Baez-6723169097531392-6406754226323456**

### Full Transcript

Hello, Mr. Copeland. Hey, Francesca. How are you? Um, I just looked at the email the bank sent me. The wrong zip code was in it. Understood. So it shouldn't be that 298433? No, 298-29842. That's the zip code- Sure. ... on my address. That's why it was rejected, because it was, it was, it was a three at the end of it and that's not right. It's 29842. 42. Okay. And it should also be corrected in our system, correct? I would imagine, I would imagine so. I, I, I've had the same address forever, so I don't know why it's 843, why 843 came up. It's 29842. So I'm not understanding. I've got the same mailing address since I've been with ? Oh, lord. Yeah, it does look like we had it wrong 'cause at one point it was as 29841. And then it seems like it was- Mm-hmm. ... attempted to be corrected when you had called us at the beginning of the year. Yes, ma'am. But I guess that one was also wrong. Yes, ma'am. Okay. So all dated to 29842? Yes, ma'am. All right. Let's try it one more time. And can you go over that card number one more time, please? Yes, ma'am. 48-53-40-03-69-78-85-51. All right. And I believe you said the expiration date was which month of this year? 10/25. All right. And the code on the back? 765. 765. All right. And then one more time, Mr. Copeland, do you authorize Benefits in a Card to make the deduction of \$2.11 today, April 7th, 2026 from the Visa ending in 85-51 for your life insurance coverage? Yes, ma'am. Yes, ma'am. All right. There we go. Okay. So this time it did go through. And they're gonna be sending you a copy of the receipt to your email. Yes, ma'am. Do you want to write down the confirmation code as well? Yes, I do. All right. Let me know whenever you're ready for it. I'm ready. It is 075- Yes, ma'am. ... 124. Great. Yes, ma'am. Thank you ever so much, Francesca. You have a fantastic day. Of course. Thank you so much for your patience with us today. I hope you enjoy the rest of your day as well. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hello, Mr. Copeland.

Speaker speaker\_1: Hey, Francesca. How are you? Um, I just looked at the email the bank sent me. The wrong zip code was in it.

Speaker speaker\_0: Understood. So it shouldn't be that 298433?

Speaker speaker\_1: No, 298- 29842. That's the zip code-

Speaker speaker\_0: Sure.

Speaker speaker\_1: ... on my address. That's why it was rejected, because it was, it was, it was a three at the end of it and that's not right. It's 29842.

Speaker speaker\_0: 42. Okay. And it should also be corrected in our system, correct?

Speaker speaker\_1: I would imagine, I would imagine so. I, I, I've had the same address forever, so I don't know why it's 843, why 843 came up. It's 29842. So I'm not understanding. I've got the same mailing address since I've been with ?

Speaker speaker\_0: Oh, lord. Yeah, it does look like we had it wrong 'cause at one point it was as 29841. And then it seems like it was-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... attempted to be corrected when you had called us at the beginning of the year.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: But I guess that one was also wrong.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So all dated to 29842?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Let's try it one more time. And can you go over that card number one more time, please?

Speaker speaker\_1: Yes, ma'am. 48-53-40-03-69-78-85-51.

Speaker speaker\_0: All right. And I believe you said the expiration date was which month of this year?

Speaker speaker\_1: 10/25.

Speaker speaker\_0: All right. And the code on the back?

Speaker speaker\_1: 765.

Speaker speaker\_0: 765. All right. And then one more time, Mr. Copeland, do you authorize Benefits in a Card to make the deduction of \$2.11 today, April 7th, 2026 from the Visa ending in 85-51 for your life insurance coverage?

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_0: All right. There we go. Okay. So this time it did go through. And they're gonna be sending you a copy of the receipt to your email.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Do you want to write down the confirmation code as well?

Speaker speaker\_1: Yes, I do.

Speaker speaker\_0: All right. Let me know whenever you're ready for it.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: It is 075-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ... 124. Great.

Speaker speaker\_1: Yes, ma'am. Thank you ever so much, Francesca. You have a fantastic day.

Speaker speaker\_0: Of course. Thank you so much for your patience with us today. I hope you enjoy the rest of your day as well.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Bye-bye.