

Transcript: Chris Sofield (deactivated)-5473085291544576-5243935742017536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. I need to pay for a lapse in payment for my insurance. I'm a contracted employee and I was off work for the holiday. Okay. What's, uh... what staffing company do you work with? Uh, TRC Staffing. All right, and the last four of your Social? 2631. Thank you. Your first and last name? Alexander Hudson. Thank you. Mr. Hudson, could you verify your address and date of birth for me please? Birth say is 9894, address is 174 Chester Avenue Southeast, Unit 117, Atlanta, Georgia 30316. Okay. Phone number we have on file is 404-375-9936? That is correct. All right. I'm showing no payments necessary at this time. It looks like this week is currently active. Until when? Uh, until Sunday. Okay. Well, I have a doctor's appointment scheduled literally the next day, is there anything that I could do right now in order to ensure that I won't have a lapse in coverage by the time that I get there? Un- unfortunately, no. Our system does not allow future payments, but you can give us a call Monday morning. We open at 8:00 AM Eastern and we can take the payment at that time. Okay. And it won't cause any disruption with my coverage by the time that I get to my appointment that same day at four o'clock? No, it should not. Um, yeah, there shouldn't be any sort of issue with, with you being able to use the coverage that day. Okay, cool. Thank you. No problem. Anything else? I'll call back. No, thank you. You're welcome. Thanks for calling. Have a good day. You as well.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. I need to pay for a lapse in payment for my insurance. I'm a contracted employee and I was off work for the holiday.

Speaker speaker_1: Okay. What's, uh... what staffing company do you work with?

Speaker speaker_2: Uh, TRC Staffing.

Speaker speaker_1: All right, and the last four of your Social?

Speaker speaker_2: 2631.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Alexander Hudson.

Speaker speaker_1: Thank you. Mr. Hudson, could you verify your address and date of birth for me please?

Speaker speaker_2: Birth say is 9894, address is 174 Chester Avenue Southeast, Unit 117, Atlanta, Georgia 30316.

Speaker speaker_1: Okay. Phone number we have on file is 404-375-9936?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. I'm showing no payments necessary at this time. It looks like this week is currently active.

Speaker speaker_2: Until when?

Speaker speaker_1: Uh, until Sunday.

Speaker speaker_2: Okay. Well, I have a doctor's appointment scheduled literally the next day, is there anything that I could do right now in order to ensure that I won't have a lapse in coverage by the time that I get there?

Speaker speaker_1: Un- unfortunately, no. Our system does not allow future payments, but you can give us a call Monday morning. We open at 8:00 AM Eastern and we can take the payment at that time.

Speaker speaker_2: Okay. And it won't cause any disruption with my coverage by the time that I get to my appointment that same day at four o'clock?

Speaker speaker_1: No, it should not. Um, yeah, there shouldn't be any sort of issue with, with you being able to use the coverage that day.

Speaker speaker_2: Okay, cool. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: I'll call back. No, thank you.

Speaker speaker_1: You're welcome. Thanks for calling. Have a good day.

Speaker speaker_2: You as well.