

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Intercom, my name is Francesca Harkness, how may I assist you today? Hi, I'm calling because I want to pay for my insurance. I've only worked with the employer before and I forgot that I'm supposed to start last week. I got the dates mixed up, so I was wondering if I'm still able to pay on it to have insurance for the following week. What staffing do you work with? Um, MAU. What are the last four of your Social? 1236. And the last name, please? Jones. I'm trying to see if I can find my wallet, I don't... For security purposes, can you please verify your mailing address? It's 240 August Circle, Atlanta, Georgia 30331. Okay, ma'am, submit your mailing address, please. You said my mailing address? Yes, ma'am. 240 August Circle, Atlanta, Georgia 30331. I'm sorry, your date of birth. September 6th, 1989. I have the best phone number to reach you down as the same one you're calling on 404-839-9822. Yes. And I have your email down as zeli0906@gmail.com. Yes. So the only thing Ms. Jones will be the fact that you already have two weeks, that will be this week and last week. So in order to get your benefits active for this week, you'll have to make the payment for last week as well, 'cause when we take a direct payment, we can't leave any lapse in coverage. So if you were to pay for both of those weeks, it will be \$117.12 that you will need to pay. \$117? I thought it was only like \$101. What if I pay for it tomorrow? It'll be the same amount, but you are able to pay for it tomorrow as well. Okay, I'll just wait till tomorrow 'cause I have to wait till I get paid in. Okay. Understood. I'll make a note of it in your account and then we're going to be open 8:00 AM to 8:00 PM Eastern Time. Okay. Okay, well, thank you so much for your time. Of course, thank you for giving us a call today. I hope you have a wonderful rest of your day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Intercom, my name is Francesca Harkness, how may I assist you today?

Speaker speaker_2: Hi, I'm calling because I want to pay for my insurance. I've only worked with the employer before and I forgot that I'm supposed to start last week. I got the dates mixed up, so I was wondering if I'm still able to pay on it to have insurance for the following week.

Speaker speaker_1: What staffing do you work with?

Speaker speaker_2: Um, MAU.

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

Speaker speaker_2: 1236.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Jones. I'm trying to see if I can find my wallet, I don't...

Speaker speaker_1: For security purposes, can you please verify your mailing address ?

Speaker speaker_2: It's 240 August Circle, Atlanta, Georgia 30331.

Speaker speaker_1: Okay, ma'am, submit your mailing address, please.

Speaker speaker_2: You said my mailing address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 240 August Circle, Atlanta, Georgia 30331.

Speaker speaker_1: I'm sorry, your date of birth.

Speaker speaker_2: September 6th, 1989.

Speaker speaker_1: I have the best phone number to reach you down as the same one you're calling on 404-839-9822.

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email down as zeli0906@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: So the only thing Ms. Jones will be the fact that you already have two weeks, that will be this week and last week. So in order to get your benefits active for this week, you'll have to make the payment for last week as well, 'cause when we take a direct payment, we can't leave any lapse in coverage. So if you were to pay for both of those weeks, it will be \$117.12 that you will need to pay.

Speaker speaker_2: \$117? I thought it was only like \$101. What if I pay for it tomorrow?

Speaker speaker_1: It'll be the same amount, but you are able to pay for it tomorrow as well.

Speaker speaker_2: Okay, I'll just wait till tomorrow 'cause I have to wait till I get paid in. Okay.

Speaker speaker_1: Understood. I'll make a note of it in your account and then we're going to be open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay. Okay, well, thank you so much for your time.

Speaker speaker_1: Of course, thank you for giving us a call today. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too.