

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits In A Car. My name is Francesca. How can I assist you today? Yes, ma'am. Um, my name is Demont Miller. I just recently laid off from GRC and, um, I was asking them about the benefits. Um, how long will it last now that I'm not working? Okay. So once there is no more pay stubs being received from your staffing company, you have the ability to make four payments out of pocket. However, the policies themselves get canceled on their own by the fifth week there being no payment to make a deduction from. Mm-hmm. Okay. Specifically with your case, depending on how many days- Mm-hmm. ... I mean, not days, sorry, how many weeks you haven't received a paycheck will depend on whether or not you're able to make a payment, 'cause we can't leave gaps i- Okay. ... in making payments out of pocket. Let's see what the status is. What are the last four of your Social? 0799. And the last name? Miller. All right. And then to make sure we did locate the correct account, can you verify your mailing address for me and date of birth, please? Yes, ma'am. Date of birth, 3/21/1962. Mailing address, 7355 Garners Ferry Road, Apartment 11, Columbia, South Carolina, 29209. I have that phone number, same as you calling today, 980-339-1170. Yes, ma'am. And I have your email down as your first name, initial M, 0362 at gmail.com. Correct. So you are still active. I do show this week active as of right now. Okay. We receive the payments for the week on Mondays. The latest we receive them will be Wednesdays. So if you do re- Did you receive a pay stub this week from them? No. No, ma'am, I haven't gotten one. Okay. So more than likely, next week you're gonna be inactive. Okay. You are able to make that payment of the 27.03 out of pocket if you wish to, um, once the next few comes live. Okay. How much is it? It is \$27.03 per week. Okay. Okay, who, who... If I was able to get it, who would I be mailing it to? So you would just give us a call and we'll be able to process the payment over the phone with you. Okay, so call y'all? Yes, sir. The earliest you can call- What's the name of this- ... is Mondays to make that payment. Okay. What's the name of this company, ma'am? We are Benefits In A Car. Benefit who? Benefits In A Car. Sure. In A Car? Yes, sir. Okay. Okay, ma'am. All right. And then- Okay. Did you need the name of your carriers or just our name? Um, what's the, what's the name of my carriers please? Yes, ma'am. Okay. So for medical preventative- Okay. ... is 90 Degree. 90 Degrees, okay. And here's my social group again. And then your dental... Hmm? And who? And who else? Oh, and then your dental is with American Public Life. American Public Life. American Public Life. Okay. They also go by the acronym APL. Who now? They also go by the acronym APL. APL, okay. And those are A-P-L-P as in Peter. Yes, ma'am. Okay. Sorry, I thought you said T. Um, and then the last one is gonna be your vision, which is with MetLife. MetLife. MetLife. Okay. All right. And then did you- All right. What? That's it, ma'am. Oh, okay. No, I was gonna ask if you need any more information about those benefits? No, ma'am. Like I said, I'd give you a call. Understood, and we're gonna be open 8:00 AM to 8:00 PM Monday through Fridays

Eastern Time. Okay, ma'am. Thank you. Thank you for calling today. Hope you have a wonderful rest of your day. You too, ma'am. Thank you. You're welcome. Bye-bye. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits In A Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. Um, my name is Demont Miller. I just recently laid off from GRC and, um, I was asking them about the benefits. Um, how long will it last now that I'm not working?

Speaker speaker_0: Okay. So once there is no more pay stubs being received from your staffing company, you have the ability to make four payments out of pocket. However, the policies themselves get canceled on their own by the fifth week there being no payment to make a deduction from.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Specifically with your case, depending on how many days-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I mean, not days, sorry, how many weeks you haven't received a paycheck will depend on whether or not you're able to make a payment, 'cause we can't leave gaps i-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in making payments out of pocket. Let's see what the status is. What are the last four of your Social?

Speaker speaker_1: 0799.

Speaker speaker_0: And the last name?

Speaker speaker_1: Miller.

Speaker speaker_0: All right. And then to make sure we did locate the correct account, can you verify your mailing address for me and date of birth, please?

Speaker speaker_1: Yes, ma'am. Date of birth, 3/21/1962. Mailing address, 7355 Garners Ferry Road, Apartment 11, Columbia, South Carolina, 29209.

Speaker speaker_0: I have that phone number, same as you calling today, 980-339-1170.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email down as your first name, initial M, 0362 at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: So you are still active. I do show this week active as of right now.

Speaker speaker_1: Okay.

Speaker speaker_0: We receive the payments for the week on Mondays. The latest we receive them will be Wednesdays. So if you do re- Did you receive a pay stub this week from them?

Speaker speaker_1: No. No, ma'am, I haven't gotten one.

Speaker speaker_0: Okay. So more than likely, next week you're gonna be inactive.

Speaker speaker_1: Okay.

Speaker speaker_0: You are able to make that payment of the 27.03 out of pocket if you wish to, um, once the next few comes live.

Speaker speaker_1: Okay. How much is it?

Speaker speaker_0: It is \$27.03 per week.

Speaker speaker_1: Okay. Okay, who, who... If I was able to get it, who would I be mailing it to?

Speaker speaker_0: So you would just give us a call and we'll be able to process the payment over the phone with you.

Speaker speaker_1: Okay, so call y'all?

Speaker speaker_0: Yes, sir. The earliest you can call-

Speaker speaker_1: What's the name of this-

Speaker speaker_0: ... is Mondays to make that payment.

Speaker speaker_1: Okay. What's the name of this company, ma'am?

Speaker speaker_0: We are Benefits In A Car.

Speaker speaker_1: Benefit who?

Speaker speaker_0: Benefits In A Car.

Speaker speaker_1: Sure. In A Car?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Okay, ma'am. All right.

Speaker speaker_0: And then-

Speaker speaker_1: Okay.

Speaker speaker_0: Did you need the name of your carriers or just our name?

Speaker speaker_1: Um, what's the, what's the name of my carriers please? Yes, ma'am.

Speaker speaker_0: Okay. So for medical preventative-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is 90 Degree.

Speaker speaker_1: 90 Degrees, okay. And here's my social group again.

Speaker speaker_0: And then your dental... Hmm?

Speaker speaker_1: And who? And who else?

Speaker speaker_0: Oh, and then your dental is with American Public Life.

Speaker speaker_1: American Public Life. American Public Life. Okay.

Speaker speaker_0: They also go by the acronym APL.

Speaker speaker_1: Who now?

Speaker speaker_0: They also go by the acronym APL.

Speaker speaker_1: APL, okay.

Speaker speaker_0: And those are A-P-L-P as in Peter.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Sorry, I thought you said T. Um, and then the last one is gonna be your vision, which is with MetLife.

Speaker speaker_1: MetLife. MetLife. Okay.

Speaker speaker_0: All right. And then did you-

Speaker speaker_1: All right.

Speaker speaker_0: What?

Speaker speaker_1: That's it, ma'am.

Speaker speaker_0: Oh, okay. No, I was gonna ask if you need any more information about those benefits?

Speaker speaker_1: No, ma'am. Like I said, I'd give you a call.

Speaker speaker_0: Understood, and we're gonna be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

Speaker speaker_1: Okay, ma'am. Thank you.

Speaker speaker_0: Thank you for calling today. Hope you have a wonderful rest of your day.

Speaker speaker_1: You too, ma'am. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye.