

Transcript: Francesca

Baez-6101325645037568-6038560670695424

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? I'm sorry, what was that again? Thank you for calling Benefits in a Car. How can I assist you today? Um, I got a text message, uh, telling me to call this number. Uh, it was, there was a warrant to... Here, let me pull up the text and I'll read it to you. Okay. What does the text message say? It says, "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC at this number if you wish to make a payment." Okay. So generally when the system sends that text message out, it just means that the premium for your benefits during either this or the past week wasn't received. Okay. If you like, we can take a look at your status of the account to see if it is active or inactive at the moment. Uh, sure. All right. What staffing company do you work with? Sir? Sorry, what was that? What staffing company do you work with? Uh, Crown, uh, Staffing or Servicing. What are the last four of your Social? Uh, 2263. And lastly, the last name? Burcham. For security purposes, could you please verify your mailing address and date of birth?

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: I'm sorry, what was that again?

Speaker speaker_1: Thank you for calling Benefits in a Car. How can I assist you today?

Speaker speaker_2: Um, I got a text message, uh, telling me to call this number. Uh, it was, there was a warrant to... Here, let me pull up the text and I'll read it to you.

Speaker speaker_1: Okay. What does the text message say?

Speaker speaker_2: It says, "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC at this number if you wish to make a payment."

Speaker speaker_1: Okay. So generally when the system sends that text message out, it just means that the premium for your benefits during either this or the past week wasn't received.

Speaker speaker_2: Okay.

Speaker speaker_1: If you like, we can take a look at your status of the account to see if it is active or inactive at the moment.

Speaker speaker_2: Uh, sure.

Speaker speaker_1: All right. What staffing company do you work with? Sir?

Speaker speaker_2: Sorry, what was that?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Crown, uh, Staffing or Servicing.

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

Speaker speaker_2: Uh, 2263.

Speaker speaker_1: And lastly, the last name?

Speaker speaker_2: Burcham.

Speaker speaker_1: For security purposes, could you please verify your mailing address and date of birth?