

Transcript: Franchesca

Baez-6548158031904768-5573366751477760

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I need to make a payment. Okay. For your health insurance with the staffing company? Yes. What staffing company do you work with? Creative Circle. What are the last four of the Social? 0055. And the last name? Horne. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? 4541 Newcomb Drive, Plano, Texas 75093. Did you need something else? Yes, ma'am, your date of birth. Oh, 12/25/65. We have the best contact to call you on, same as the one you called on today, 918-815-9056? Yes. And lastly, I have your email down as ak, your last name, @hotmail.com? S, skhorn, yes, @hotmail.com. Mm-hmm. Okay. Um, now the only thing Ms. Horne will be we did not receive any payment for the week of February 24th to the 2nd, March 3rd to the 9th. So if you were looking to make a payment for this week, you'll have to also make the payment of the past two weeks. So that'll- That's fine. ... be a total... Okay. That'll be a total- Yeah. ... of 68.70. Okay. And is the billing address for the card you're using today same as the one that you verified with me? Yes. All right. I'm ready for that card number whenever you are. Yeah. 4400-6600-3359-8664. I have 4400-6600-3359-8664? Yes. And what is the expiration day? 4/27. And the code on the back? 043. All right. Would that be 7471, do you authorize Benefits in a Card to make the deduction of \$68.70 for the benefits from February 24th all the way to March 16, 2025? Yes. All right. So the payment went through. Would you like to write down your confirmation number? Uh... Okay, sure. All right. It's gonna be 08871-D as in David. Okay. All right. And then this was the very last payment you can make out of pocket. So next week, unless you're getting another paycheck from Creative Circle, you'll be COBRA eligible. The policy will cancel itself. Uh, next... Okay. Well, I started, I started a new job, but my insurance, my new insurance doesn't kick in until April the 1st. So- So if you were looking for coverage for the next two weeks, you'll have to enroll with COBRA because the thing is we're unable to take more than four payments out of pocket when you stop receiving a paycheck from the staffing company due to the fact that the system itself is going to cancel the policy. So it's not something that we decide whether or not to cancel it. It's just the terms and conditions of these benefits. So the system's going to automatically cancel the policy itself. It won't let us take another payment out of pocket. Ugh. Well, that sucks. Um, huh. Okay. I guess I'll just have to ask them what I'm supposed to do 'cause I'd hate to go two weeks without any coverage at all. I do apologize for that. Okay. Um, I will, uh, talk to the benefits person and see what I can do, but okay. Well, thanks for letting me know. Of course. Was there anything else I can assist you with today? Nope, that's it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I need to make a payment.

Speaker speaker_0: Okay. For your health insurance with the staffing company?

Speaker speaker_1: Yes.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: 0055.

Speaker speaker_0: And the last name?

Speaker speaker_1: Horne.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: 4541 Newcomb Drive, Plano, Texas 75093. Did you need something else?

Speaker speaker_0: Yes, ma'am, your date of birth.

Speaker speaker_1: Oh, 12/25/65.

Speaker speaker_0: We have the best contact to call you on, same as the one you called on today, 918-815-9056?

Speaker speaker_1: Yes.

Speaker speaker_0: And lastly, I have your email down as ak, your last name, @hotmail.com?

Speaker speaker_1: S, skhorn, yes, @hotmail.com.

Speaker speaker_0: Mm-hmm. Okay. Um, now the only thing Ms. Horne will be we did not receive any payment for the week of February 24th to the 2nd, March 3rd to the 9th. So if you were looking to make a payment for this week, you'll have to also make the payment of the past two weeks. So that'll-

Speaker speaker_1: That's fine.

Speaker speaker_0: ... be a total... Okay. That'll be a total-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of 68.70.

Speaker speaker_1: Okay.

Speaker speaker_0: And is the billing address for the card you're using today same as the one that you verified with me?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I'm ready for that card number whenever you are.

Speaker speaker_1: Yeah. 4400-6600-3359-8664.

Speaker speaker_0: I have 4400-6600-3359-8664?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is the expiration day?

Speaker speaker_1: 4/27.

Speaker speaker_0: And the code on the back?

Speaker speaker_1: 043.

Speaker speaker_0: All right. Would that be 7471, do you authorize Benefits in a Card to make the deduction of \$68.70 for the benefits from February 24th all the way to March 16, 2025?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So the payment went through. Would you like to write down your confirmation number?

Speaker speaker_1: Uh... Okay, sure.

Speaker speaker_0: All right. It's gonna be 08871-D as in David.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then this was the very last payment you can make out of pocket. So next week, unless you're getting another paycheck from Creative Circle, you'll be COBRA eligible. The policy will cancel itself.

Speaker speaker_1: Uh, next... Okay. Well, I started, I started a new job, but my insurance, my new insurance doesn't kick in until April the 1st. So-

Speaker speaker_0: So if you were looking for coverage for the next two weeks, you'll have to enroll with COBRA because the thing is we're unable to take more than four payments out of pocket when you stop receiving a paycheck from the staffing company due to the fact that the system itself is going to cancel the policy. So it's not something that we decide whether or not to cancel it. It's just the terms and conditions of these benefits. So the system's going to automatically cancel the policy itself. It won't let us take another payment out of pocket.

Speaker speaker_1: Ugh. Well, that sucks. Um, huh. Okay. I guess I'll just have to ask them what I'm supposed to do 'cause I'd hate to go two weeks without any coverage at all.

Speaker speaker_0: I do apologize for that.

Speaker speaker_1: Okay. Um, I will, uh, talk to the benefits person and see what I can do, but okay. Well, thanks for letting me know.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye.