

Transcript: Justin

Mills-4666698418012160-6275336744124416

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Uh, my name is Karen Puchalski, and I received a text about a missed premium. Uh, uh, more than likely it's when I was on vacation. Um, yeah. So that text message you received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them. So h- how do I make that payment? Um, I can go ahead and accept a direct payment for you. Oh. What's the staffing agency you work for? Um, Oxford. And the last four of your social? Uh, 9857. Okay. And what was your first and last name? Um, first name Karen, last name Puchalski, P-U-C-H-A-L-S-K-I. And for security purposes, can you verify your home address, including city, state and zip code, Karen? Sure. 918 Kristen Street, Chino Valley, Arizona 86323. And confirm your date of birth? 5/30/93. And a good telephone number have a 714-743-6030? That's correct. And the email I have is ktrouble1@hotmail.com? Correct. That's, yes, that's correct. Okay, um... Okay. So yes, so looking at the calendar, they didn't deduct, uh, from you, so you're not currently active in their benefits. However, quick question, are you still working through Oxford Global? Um, yes, I am. Um, um, yes. Okay. Um, 'cause the only reason why I ask that is because, um, you have short-term disability. And if people aren't working, or still working through Oxford, um, unfortunately I wouldn't be able to accept a direct payment for short-term disability. Uh, but since you've confirmed that you are still working with them, I can go ahead and get this set up for you, okay? Okay. Yeah. Well, I mean, I'm, um, that 395 is for, uh, the premium w- while I was on vacation, correct? Um, correct. So it's for... So if you didn't receive a paycheck last week, you wouldn't have coverage for this week, 'cause it's week by week. Okay. Okay, well, okay, well, h- here's my little dilemma. If I make the payment, um, to be covered this week, 'cause unfortunately Monday I fell and, um, hurt my shoulder, so I'm gonna be out of work for a little bit. Mm-hmm. Um, but I did work Monday. Okay. Uh, so would this then... I'm not sure how this works with the weekly premium bit. Um, so let's see here. Now, are you receiving a paycheck this week, or no? Yes. Okay, so if you are receiving a paycheck this week, deductions will happen like normal, so you'll have active coverage- Okay. ... for next week. Okay. This is weird. But anyway, I'm not used to this. Yeah. So, so would I just go ahead and then pay the 395 for that week that was missed? Oh, for this week. Yes, ma'am. Yes. Okay. Okay. Um, and just to confirm, the same address we have on file is the same as your billing address? That's correct. Okay, so let me get this set up for you real quick. Thank you. Welcome. Let's see here. Cardholder name, Karen P-U-C-H-A-L-S-K-I, 918 Kristen. Is it just 918 Kristen, or is it like- Yeah. ... a place, court? Okay. Oh, um, sorry, um, Kristen Street. Kristen Street. Okay. 86323. All right, and the credit card number? It is... Oh, of course, I didn't bring my glasses. Hold on here. Think I can get this. It is 4147-1814-6890-5702. And the expiration date? July 2028. And the CVC number? Um, 627. 627. Okay. Well, I'm about to go

ahead and process the direct payment of \$3.95. Okay. Yeah, I've, I've never had a place where it was a, a weekly premium, so that's why I'm, I'm confused. And I just want to make sure there's no break in coverage. I totally understand. Uh, okay, so the payment was successful. Is there anything else I could assist you with today, Karen? Um, that's it. And will I receive an e- uh, a receipt? Uh, yes. Um, you will receive a email at the ktrouble1@hotmail.com. Wonderful. Perfect. Awesome. Is there anything else I could assist you with today? Um, that is it. I appreciate it. You're welcome. You have a great day, okay? Okay, thank you. You're welcome. Bye-bye. Uh, okay, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Uh, my name is Karen Puchalski, and I received a text about a missed premium. Uh, uh, more than likely it's when I was on vacation.

Speaker speaker_0: Um, yeah. So that text message you received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them.

Speaker speaker_1: So h- how do I make that payment?

Speaker speaker_0: Um, I can go ahead and accept a direct payment for you.

Speaker speaker_1: Oh.

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: Um, Oxford.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 9857.

Speaker speaker_0: Okay. And what was your first and last name?

Speaker speaker_1: Um, first name Karen, last name Puchalski, P-U-C-H-A-L-S-K-I.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Karen?

Speaker speaker_1: Sure. 918 Kristen Street, Chino Valley, Arizona 86323.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 5/30/93.

Speaker speaker_0: And a good telephone number have a 714-743-6030?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is ktrouble1@hotmail.com?

Speaker speaker_1: Correct. That's, yes, that's correct.

Speaker speaker_0: Okay, um... Okay. So yes, so looking at the calendar, they didn't deduct, uh, from you, so you're not currently active in their benefits. However, quick question, are you still working through Oxford Global?

Speaker speaker_1: Um, yes, I am. Um, um, yes.

Speaker speaker_0: Okay. Um, 'cause the only reason why I ask that is because, um, you have short-term disability. And if people aren't working, or still working through Oxford, um, unfortunately I wouldn't be able to accept a direct payment for short-term disability. Uh, but since you've confirmed that you are still working with them, I can go ahead and get this set up for you, okay?

Speaker speaker_1: Okay. Yeah. Well, I mean, I'm, um, that 395 is for, uh, the premium while I was on vacation, correct?

Speaker speaker_0: Um, correct. So it's for... So if you didn't receive a paycheck last week, you wouldn't have coverage for this week, 'cause it's week by week.

Speaker speaker_1: Okay. Okay, well, okay, well, h- here's my little dilemma. If I make the payment, um, to be covered this week, 'cause unfortunately Monday I fell and, um, hurt my shoulder, so I'm gonna be out of work for a little bit.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, but I did work Monday.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, so would this then... I'm not sure how this works with the weekly premium bit.

Speaker speaker_0: Um, so let's see here. Now, are you receiving a paycheck this week, or no?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so if you are receiving a paycheck this week, deductions will happen like normal, so you'll have active coverage-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for next week.

Speaker speaker_1: Okay. This is weird. But anyway, I'm not used to this.

Speaker speaker_0: Yeah.

Speaker speaker_1: So, so would I just go ahead and then pay the 395 for that week that was missed?

Speaker speaker_0: Oh, for this week. Yes, ma'am.

Speaker speaker_1: Yes. Okay.

Speaker speaker_0: Okay. Um, and just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so let me get this set up for you real quick.

Speaker speaker_1: Thank you.

Speaker speaker_0: Welcome. Let's see here. Cardholder name, Karen P-U-C-H-A-L-S-K-I, 918 Kristen. Is it just 918 Kristen, or is it like-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... a place, court? Okay.

Speaker speaker_1: Oh, um, sorry, um, Kristen Street.

Speaker speaker_0: Kristen Street. Okay. 86323. All right, and the credit card number?

Speaker speaker_1: It is... Oh, of course, I didn't bring my glasses. Hold on here. Think I can get this. It is 4147-1814-6890-5702.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: July 2028.

Speaker speaker_0: And the CVC number?

Speaker speaker_1: Um, 627.

Speaker speaker_0: 627. Okay. Well, I'm about to go ahead and process the direct payment of \$3.95.

Speaker speaker_1: Okay. Yeah, I've, I've never had a place where it was a, a weekly premium, so that's why I'm, I'm confused. And I just want to make sure there's no break in coverage.

Speaker speaker_0: I totally understand. Uh, okay, so the payment was successful. Is there anything else I could assist you with today, Karen?

Speaker speaker_1: Um, that's it. And will I receive an e- uh, a receipt?

Speaker speaker_0: Uh, yes. Um, you will receive a email at the ktrouble1@hotmail.com.

Speaker speaker_1: Wonderful. Perfect.

Speaker speaker_0: Awesome. Is there anything else I could assist you with today?

Speaker speaker_1: Um, that is it. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: Uh, okay, bye-bye.