

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, Justin, this is Glenn Rolfe. Um, I need to know a little more about my insurance or a packet sent to me through, uh, Crown. Um, yeah, I can possibly email you a copy of a benefit guide. So, Crown Services you said? Yes. What's the last four of your Social so I can pull your file for you? 1573. And what was your last name, Glenn? I'm sorry. Uh, Rolelfs. R-O-E-L-F-S. Okay. And for security purposes, can you verify the home address, including city, state and zip code? Okay. 102½ South Kentucky Avenue, 44... 42240 Hopkinsville, Kentucky. And your date of birth? 4/11/75. And a good telephone number I have is 881-6360? Yes, sir. And the email I have is alanroelfs0475@gmail? Uh, yeah, alanrol... roelfs@gmail.com. Yes. So, no 0475? Yeah, 475. Sorry. Yeah, sorry. Okay. No worries. Um, so I can email you a copy of the benefit guide. Were you needing ID cards as well, or no? I d- I got the cards in the mail. Mm-hmm. But I didn't get to see how much you guys have been taking out on payments or anything like that. 'Cause I got an email saying that there was a lapsed payment or something that was taken out. So, I was sick for, uh... Okay. I was sick over Thanksgiving and a couple of other things, so I didn't get a chance to get anything done. So, when I got the email- Mm-hmm. ... I was kind of curious what's going on. Uh, I mean, as soon as I got that text, I was wondering what's going on, so. Okay, so I see what's going on. Um, so the text message you received was letting you know that there was a lapse in coverage due to a missed payroll deduction. Um, so if you stated that you were out sick and you didn't receive a paycheck, they didn't deduct anything from you. Um, however, you had the option to make a direct payment to become active in the coverage for this week, or if you will... or if you do receive a paycheck this week, deductions should pick up like normal. How much, how much is your deductions usually in... I- I'm just trying to figure out 'cause I also got another insurance I'm supposed to be paying \$81 for. I just got to figure out which one's the cheaper route to go 'cause at the moment I have no insurance. Um- Uh, so this one is \$45.88 per week. Per week? What would it be monthly? Um, let me do the quick math on it. Bear with me. The one I just pick up now is like 81 something a month. Okay. Let's see. So \$45.88 times 4 is \$183.52. \$183.52? Yes, sir. Um... Okay. Uh, send me the packet. I will further let you know more information later on after I find out about this ins- other insurance. Okay? Okay. That's okay? Um, so yeah, the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? All right. And you said during the week it's like, uh, 40, 45 something a week, right? Uh, yes, sir. \$45.88 a week. Okay. All righty. Thank you. You're welcome. You have a great day, okay? All right. Bye-bye.

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 Card. This is Justin. Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, Justin, this is Glenn Rolfe. Um, I need to know a little more about my insurance or a packet sent to me through, uh, Crown.

Speaker speaker_1: Um, yeah, I can possibly email you a copy of a benefit guide. So, Crown Services you said?

Speaker speaker_2: Yes.

Speaker speaker_1: What's the last four of your Social so I can pull your file for you?

Speaker speaker_2: 1573.

Speaker speaker_1: And what was your last name, Glenn? I'm sorry.

Speaker speaker_2: Uh, Rolelfs. R-O-E-L-F-S.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: Okay. 102½ South Kentucky Avenue, 44... 42240 Hopkinsville, Kentucky.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 4/11/75.

Speaker speaker_1: And a good telephone number I have is 881-6360?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is alanroelfs0475@gmail?

Speaker speaker_2: Uh, yeah, alanrol... roelfs@gmail.com. Yes.

Speaker speaker_1: So, no 0475?

Speaker speaker_2: Yeah, 475. Sorry. Yeah, sorry.

Speaker speaker_1: Okay. No worries. Um, so I can email you a copy of the benefit guide. Were you needing ID cards as well, or no?

Speaker speaker_2: I d- I got the cards in the mail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But I didn't get to see how much you guys have been taking out on payments or anything like that. 'Cause I got an email saying that there was a lapsed payment

or something that was taken out. So, I was sick for, uh...

Speaker speaker_1: Okay.

Speaker speaker_2: I was sick over Thanksgiving and a couple of other things, so I didn't get a chance to get anything done. So, when I got the email-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I was kind of curious what's going on. Uh, I mean, as soon as I got that text, I was wondering what's going on, so.

Speaker speaker_1: Okay, so I see what's going on. Um, so the text message you received was letting you know that there was a lapse in coverage due to a missed payroll deduction. Um, so if you stated that you were out sick and you didn't receive a paycheck, they didn't deduct anything from you. Um, however, you had the option to make a direct payment to become active in the coverage for this week, or if you will... or if you do receive a paycheck this week, deductions should pick up like normal.

Speaker speaker_2: How much, how much is your deductions usually in... I- I'm just trying to figure out 'cause I also got another insurance I'm supposed to be paying \$81 for. I just got to figure out which one's the cheaper route to go 'cause at the moment I have no insurance. Um-

Speaker speaker_1: Uh, so this one is \$45.88 per week.

Speaker speaker_2: Per week? What would it be monthly?

Speaker speaker_1: Um, let me do the quick math on it. Bear with me.

Speaker speaker_2: The one I just pick up now is like 81 something a month.

Speaker speaker_1: Okay. Let's see. So \$45.88 times 4 is \$183.52.

Speaker speaker_2: \$183.52?

Speaker speaker_1: Yes, sir. Um...

Speaker speaker_2: Okay. Uh, send me the packet. I will further let you know more information later on after I find out about this ins- other insurance. Okay?

Speaker speaker_1: Okay.

Speaker speaker_2: That's okay?

Speaker speaker_1: Um, so yeah, the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_2: All right. And you said during the week it's like, uh, 40, 45 something a week, right?

Speaker speaker_1: Uh, yes, sir. \$45.88 a week.

Speaker speaker_2: Okay. All righty. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. Bye-bye.