

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Records. This is Justin. How can I help you today? Hi. Um, I just got a text about my benefits. There was, like, a lapse in my payment because of a payroll deduction. Um, but I am on maternity leave, and I am still waiting on my doctor to send over this paperwork to, like, the insurance company to get everything activated and all kinds of other stuff. Are you able to tell me how much I owe? And then I can, um, call in a payment on that on, like, Friday. Um, yeah, what's the staffing agency you work for one more time? I'm sorry. So, I work for TRT Staffing. And the last four of your Social? 0442. And what was your first and last name again? I'm sorry. It's Brandy Sika. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Brandy? 34 Holiday Mobile Home Park. Uh, it's either Pontiac Beach or Granite. 62040 Illinois. And confirm your date of birth? 06/21/94. And a good telephone number. How does 618-560-3768? Yep, that's it. And then the email address is brandy737 at gmail? Yep. Okay, so let's see here. So, looking at the file, it looks like the total premium would be \$5.90 for your- Oh. ... short-term disability and term life. Oh, can I just go ahead and pay that now, then? Yeah. Bear with me one second. Um, here, do you mind if I place you on a brief hold for a second? Yeah, that's totally fine. Okay. Hello, Brandy. You still there? Yeah. Awesome. Thank you so much for holding. So quick thing, I actually have to reach out to my back office, um, to confirm something to see if we can accept a direct payment for the short-term disability. Um, and then once I've received word back from my back office, I can give you a call back. I'm just not 100% sure if I can accept that direct payment since it is short-term disability. Okay. Yeah, I don't know. They just, um, sent me a text message saying I had to make a payment on it. Yeah, um, uh, yes. I do, I do know that, because we usually send out those text messages, um, usually when everyone does have a lapse in coverage. But since you have short-term disability, I needed to confirm with my back office to see if I can accept a direct payment, because I don't know if we are allowed to, depending on if you're back working or not. Now, uh, we should... I do know that you are on maternity leave. Is that correct? Yeah, but, like, I have to have the short-term disability, because, like, I had it while I was working obviously, because I was paying it. And then I was, um, like I have to have it so, like, my maternity leave is paid for. You know what I mean? I totally understand. But like I said, I'll reach out to my back office, have them confirm that with me, and then once I do receive word back, I can give you a call back. Okay, Brandy? Okay, so what happens if I can't make that payment? um- Um, like I said, I won't know anything until I receive word back from my back office, uh, and they will probably give me an explanation and what to tell you, and what's next. Okay? Okay, um, but will I still be covered since I already submitted my claim through APL? Um, now you should, um, but like I said- Okay. ... I, I do need to confirm something with my back office to see if we can accept the short-term disability

direct payment. Um, this is okay, that's- ... any person I ... total control. Yes, just to cover my tracks. Um, but like I said- Okay, perfect. ... once I do receive word back, I will give you that call back. Okay, Brandy? All right, sounds good. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. 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 and Records. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, I just got a text about my benefits. There was, like, a lapse in my payment because of a payroll deduction. Um, but I am on maternity leave, and I am still waiting on my doctor to send over this paperwork to, like, the insurance company to get everything activated and all kinds of other stuff. Are you able to tell me how much I owe? And then I can, um, call in a payment on that on, like, Friday.

Speaker speaker_1: Um, yeah, what's the staffing agency you work for one more time? I'm sorry.

Speaker speaker_2: So, I work for TRT Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0442.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: It's Brandy Sika.

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

Speaker speaker_2: 34 Holiday Mobile Home Park. Uh, it's either Pontiac Beach or Granite. 62040 Illinois.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 06/21/94.

Speaker speaker_1: And a good telephone number. How does 618-560-3768?

Speaker speaker_2: Yep, that's it.

Speaker speaker_1: And then the email address is brandy737 at gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so let's see here. So, looking at the file, it looks like the total premium would be \$5.90 for your-

Speaker speaker_2: Oh.

Speaker speaker_1: ... short-term disability and term life.

Speaker speaker_2: Oh, can I just go ahead and pay that now, then?

Speaker speaker_1: Yeah. Bear with me one second. Um, here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Yeah, that's totally fine.

Speaker speaker_1: Okay. Hello, Brandy. You still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. So quick thing, I actually have to reach out to my back office, um, to confirm something to see if we can accept a direct payment for the short-term disability. Um, and then once I've received word back from my back office, I can give you a call back. I'm just not 100% sure if I can accept that direct payment since it is short-term disability.

Speaker speaker_2: Okay. Yeah, I don't know. They just, um, sent me a text message saying I had to make a payment on it.

Speaker speaker_1: Yeah, um, uh, yes. I do, I do know that, because we usually send out those text messages, um, usually when everyone does have a lapse in coverage. But since you have short-term disability, I needed to confirm with my back office to see if I can accept a direct payment, because I don't know if we are allowed to, depending on if you're back working or not. Now, uh, we should... I do know that you are on maternity leave. Is that correct?

Speaker speaker_2: Yeah, but, like, I have to have the short-term disability, because, like, I had it while I was working obviously, because I was paying it. And then I was, um, like I have to have it so, like, my maternity leave is paid for. You know what I mean?

Speaker speaker_1: I totally understand. But like I said, I'll reach out to my back office, have them confirm that with me, and then once I do receive word back, I can give you a call back. Okay, Brandy?

Speaker speaker_2: Okay, so what happens if I can't make that payment? um-

Speaker speaker_1: Um, like I said, I won't know anything until I receive word back from my back office, uh, and they will probably give me an explanation and what to tell you, and what's next. Okay?

Speaker speaker_2: Okay, um, but will I still be covered since I already submitted my claim through APL?

Speaker speaker_1: Um, now you should, um, but like I said-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I, I do need to confirm something with my back office to see if we can accept the short-term disability direct payment. Um, this is okay, that's- ... any person I ... total control. Yes, just to cover my tracks. Um, but like I said-

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: ... once I do receive word back, I will give you that call back. Okay, Brandy?

Speaker speaker_2: All right, sounds good.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.