

## Transcript: Justin

**Mills-5730486215720960-5540690268733440**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, I had a couple questions. I had a lapse in my benefit, and I just want to know how much would I have to pay to get it active? Uh, let me check on that. What's that staffing agency you work for? It was WorkSmart, but I want to keep it on my own, so... And the last four of your social? Uh, 1483. And what was your first and last name? Christopher Allen. And for security purposes, could you verify the home address, including city, state and zip code, Christopher? 1055 Country Manor Lane, Lot 21, Elveton, Georgia 30635. And confirm your date of birth? September 23rd, 1982. And a good telephone number I have is 706-401-2738? Yes. And the email I have is christopherallen091982 at gmail? Yes. Okay, so let's see here. For you to become back active, uh, so you wanted to make a direct payment. Let's see here. Manage direct payments. So for you to become active again, you would have to pay from the 21st, the week of the 21st of October, the week of the 28th, and then this week for you to become current. So how much that'll be? Um, so the total deduction is \$27.90, but for those three weeks, \$83.70. Okay. And then I will need y'all to send a card. I can do it this Friday. Okay. I will need y'all to send me a card to my email or PDF- Okay, I'm getting that. ... for my dental, vision and medical. But I'm going to wait until Friday to do it, though. Okay, no worries. Yeah, we can do that. Uh, just call back, call us back Friday. I got cards, I got cards from y'all from earlier in the year, and I had some I threw away because I had got hired in, and then I had left and went back to WorkSmart, but I never did receive no cards because of how quick it was, and, and the timing. But I had a couple cards that was left over. The cards that I had earlier for this year was dental, vision and medical. What I got in there is just only medical. But- Okay, so you need your dental. I would need the... I would need the card like I had... I would need the dental, vision, the dental, what it was, the medical and the vision, I think, 'cause the dental is separate. It's something Apple. It's something else. It was a sticker card it was sent. Which I should have one of those. But anyway, I would need my med... Huh? But yes, sir. If you'd call back Friday, we can do that for you, um, once we've accepted direct payment and then we can email... Or, I mean, I could email to you the ID cards right now, just so you have them, and then so you could just call back on Friday. Just make that direct payment. Okay, that's fine. Okay. Do you mind if I place you on a brief hold while I email that information to you? Okay. You'll email the medical and the dental and the, uh... And the vision. Yes, sir. Okay. All right. Okay. Okay. Hello, Christopher. You still there? Yes. Awesome. Thank you so much for holding. Um, quick question. Uh, you said you get paid on Friday, correct? Yeah. Okay. Are you still working through WorkSmart Staffing by any chance? No. Okay. Uh, never mind. Um, so I was only able to pull up your medical and your vision card for you. Um, so let me reach out to my back office to see if we can send a manual update to the insurance carrier for that

dental ID card, and then I can reach back out to you, um, when I have that information. Well, I got a extra... Okay, okay. That's fine. Well, if you still have that extra ID card, I do know that once that direct payment is paid, you should be able to still use it, 'cause it's still the same policy numbers. I do know that. Talking about the dental card? Yes, sir. Okay. I'll look for it later on. Okay. Um, but the email that you should be looking out for for that medical and vision is coming from info, that's I-N-F-O, @benefitsandcard.com, okay? And if I want to give you my checking account so you can make a automatic payment, y'all can do that, right? No, sir. So you would have to call in every Monday to make a direct payment, and we're not allowed to keep debit card information on file. Okay, I had to call you every Monday. Okay, then. All right. Okay. Appreciate it. Okay. Well, is there anything else I could help you out with today? No, sir. Awesome. You have a wonderful day, okay, Christopher? Okay. All right. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah, I had a couple questions. I had a lapse in my benefit, and I just want to know how much would I have to pay to get it active?

Speaker speaker\_1: Uh, let me check on that. What's that staffing agency you work for?

Speaker speaker\_2: It was WorkSmart, but I want to keep it on my own, so...

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: Uh, 1483.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Christopher Allen.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city, state and zip code, Christopher?

Speaker speaker\_2: 1055 Country Manor Lane, Lot 21, Elveton, Georgia 30635.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: September 23rd, 1982.

Speaker speaker\_1: And a good telephone number I have is 706-401-2738?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is christopherallen091982 at gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. For you to become back active, uh, so you wanted to make a direct payment. Let's see here. Manage direct payments. So for you to become active again, you would have to pay from the 21st, the week of the 21st of October, the week of the 28th, and then this week for you to become current.

Speaker speaker\_2: So how much that'll be?

Speaker speaker\_1: Um, so the total deduction is \$27.90, but for those three weeks, \$83.70.

Speaker speaker\_2: Okay. And then I will need y'all to send a card. I can do it this Friday.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I will need y'all to send me a card to my email or PDF-

Speaker speaker\_1: Okay, I'm getting that.

Speaker speaker\_2: ... for my dental, vision and medical. But I'm going to wait until Friday to do it, though.

Speaker speaker\_1: Okay, no worries. Yeah, we can do that. Uh, just call back, call us back Friday.

Speaker speaker\_2: I got cards, I got cards from y'all from earlier in the year, and I had some I throwed away because I had got hired in, and then I had left and went back to WorkSmart, but I never did receive no cards because of how quick it was, and, and the timing. But I had a couple cards that was left over. The cards that I had earlier for this year was dental, vision and medical. What I got in there is just only medical. But-

Speaker speaker\_1: Okay, so you need your dental.

Speaker speaker\_2: I would need the... I would need the card like I had... I would need the dental, vision, the dental, what it was, the medical and the vision, I think, 'cause the dental is separate. It's something Apple. It's something else. It was a sticker card it was sent. Which I should have one of those. But anyway, I would need my med... Huh?

Speaker speaker\_1: But yes, sir. If you'd call back Friday, we can do that for you, um, once we've accepted direct payment and then we can email... Or, I mean, I could email to you the ID cards right now, just so you have them, and then so you could just call back on Friday. Just make that direct payment.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: Okay. Do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_2: Okay. You'll email the medical and the dental and the, uh...

Speaker speaker\_1: And the vision. Yes, sir.

Speaker speaker\_2: Okay. All right. Okay.

Speaker speaker\_1: Okay. Hello, Christopher. You still there?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. Um, quick question. Uh, you said you get paid on Friday, correct?

Speaker speaker\_3: Yeah.

Speaker speaker\_1: Okay. Are you still working through WorkSmart Staffing by any chance?

Speaker speaker\_3: No.

Speaker speaker\_1: Okay. Uh, never mind. Um, so I was only able to pull up your medical and your vision card for you. Um, so let me reach out to my back office to see if we can send a manual update to the insurance carrier for that dental ID card, and then I can reach back out to you, um, when I have that information.

Speaker speaker\_3: Well, I got a extra... Okay, okay. That's fine.

Speaker speaker\_1: Well, if you still have that extra ID card, I do know that once that direct payment is paid, you should be able to still use it, 'cause it's still the same policy numbers. I do know that.

Speaker speaker\_3: Talking about the dental card?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_3: Okay. I'll look for it later on.

Speaker speaker\_1: Okay. Um, but the email that you should be looking out for for that medical and vision is coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker\_3: And if I want to give you my checking account so you can make a automatic payment, y'all can do that, right?

Speaker speaker\_1: No, sir. So you would have to call in every Monday to make a direct payment, and we're not allowed to keep debit card information on file.

Speaker speaker\_3: Okay, I had to call you every Monday. Okay, then. All right. Okay. Appreciate it.

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker\_3: No, sir.

Speaker speaker\_1: Awesome. You have a wonderful day, okay, Christopher?

Speaker speaker\_3: Okay. All right.

Speaker speaker\_1: All right. Bye-bye.