

Transcript: Justin

Mills-5993874978553856-6609773288800256

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Good morning, sir. How are you doing? I'm doing pretty well, and yourself? Good. I just called you because I received a call about, uh, about some, some money say on my insurance, though you see that the payment... That's why, that's why I call you. I want to check on my, for my, my, my profile, please. Okay. Um, what's the staffing agency you work for? Uh, ACC. And the last four of your Social? 9218. And what was your first and last name? Moe 400. Okay. And for security purposes, can you verify your home address, including city, state and zip code? 169 Hampton Avenue, Masticville, 119... 11950... 950. And your date of birth? 11/14/1979. I think the telephone number I have is 470-388-8862. Three... Three-two. Yeah. And the email I have is your first and last name at yahoo.com? At yahoo.com. All right. Okay. Um, so what were you calling again for? I'm sorry. Yeah, um, I don't, I don't know. Um, I don't... Yeah, about the payment, uh, from, from... Uh, uh, someone called me about the payment, uh, I have to call my insurance to, to, to see if I... yeah. Um, so you wanted to make a direct payment? Yeah, so that's why I want to call in, because I don't have the doc- the document, the payment about my insurance. Okay. So let's see here. So I can go ahead and, um, accept the direct payment from you. Let me get that set up for you real quick, okay? Oh. Let's see. And just to confirm, the same address that we have on file is the same as your billing address? Yes, correct. All right. 169... So... Zero. Okay, and the credit card number? And the cred- Uh, how much you're gonna take, please? Um, so your direct payment is \$49.60. Okay. Give me one second. The credit card number is, uh, 5... 5275. You got it? Okay. Yes. 5275 and 9200- Okay. 4279. Okay. 34100... 1010. Okay. And the expiration date? 3/29. All right. And the CVC number? 942. 942? Yeah, 942. Okay. And then just to confirm the credit card number, we have 5275-9200-4279-3410. Yeah. Okay. So I'm going to go ahead and process the direct payment of \$49.60. All right. Okay. So it said, "Credit card transaction failed." Um, "Can't verify PIN." Said, "Do not retry." Do you have another card? No, I don't have another card other than that. That's 5275-1900-4279. You said 1900? Yes. What you put before? Uh, I confirmed that... I read the number back to you and said 9200 and you said it was correct. So it was 1900? Yes. Okay. So let me go ahead and retry it. Okay. Now it says, "The billing information does not match the credit card. Please check with your bank." Okay. So I would honestly call your bank just to verify, and I can provide you with the actual insurance carrier's telephone number, so you could speak with them, um, because it's not letting me process the direct payment for you. Oh, Lord. I don't know why, but... You have a number you give me, you want to give me a number? Yeah. To the insurance carrier? Uh, just let me know whenever you're ready. Yes, I'm ready. Okay. So their telephone number is 800-2606- 8606. Mm-hmm.... zero six, instead of seven, zero six. Yeah, the 800-250-6606, right? Correct. Yes, sir. So, you say for, uh, for my bank? Yes, sir. I would reach out to your bank, uh, just to verify,

um, everything, if everything went through, um, 'cause it's not allowing me to accept a direct payment on my end, 'cause it gave me the message that, for you to contact your bank. But what do you think if I contact, uh, my, my employer? Um, if you contact your employer and let them know, they're gonna just redirect you back to us at Benefits in a Card, 'cause we are their benefit administrators. Um, so honestly, like I said, just reach out to your bank just to verify with them that you are making a direct payment for your insurance, so they can allow the direct payment to go through, um, and then reach out to the insurance carrier just to verify. So, um, when you t- Can you s- can, uh, can you tell me which, which company for, uh, ask me to do the payment, please? Um, so the company that we use to accept the direct payments is USAePay. Um, and then, usually once the direct payment g- goes through, there should have been a confirmation email. Um, but like I said, the, when I tried submitting the direct payment for you the second time around with the correction that we made, uh, the i- the notification pulled up and said that it couldn't process the direct payment and said for you to contact your bank. Thinking that they're probably putting a freeze on it because it's, uh, like a, uh, um, like something that you've never paid for before, so I'm probably... So they're thinking that, like, okay, they may... They're flagging it, probably. Yeah, usually that, that, uh, that's, um, that's new with pay. I don't know. I pay probably, uh, I don't go to work last week. Last, uh, probably last week to pay, that's why they're not... Yeah. Yes, sir. Um, but like I said, I would just reach out to your bank, just to see what's going on with them, and then reach back out to us and go from there, okay? Okay. All right. Thank you so much. You're welcome. You have a great day, okay? Hello? All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning, sir. How are you doing?

Speaker speaker_0: I'm doing pretty well, and yourself?

Speaker speaker_1: Good. I just called you because I received a call about, uh, about some, some money say on my insurance, though you see that the payment... That's why, that's why I call you. I want to check on my, for my, my, my profile, please.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, ACC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9218.

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

Speaker speaker_1: Moe 400.

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

Speaker speaker_1: 169 Hampton Avenue, Masticville, 119... 11950... 950.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/14/1979.

Speaker speaker_0: I think the telephone number I have is 470-388-8862.

Speaker speaker_1: Three... Three-two. Yeah.

Speaker speaker_0: And the email I have is your first and last name at yahoo.com?

Speaker speaker_1: At yahoo.com. All right.

Speaker speaker_0: Okay. Um, so what were you calling again for? I'm sorry.

Speaker speaker_1: Yeah, um, I don't, I don't know. Um, I don't... Yeah, about the payment, uh, from, from... Uh, uh, someone called me about the payment, uh, I have to call my insurance to, to, to see if I... yeah.

Speaker speaker_0: Um, so you wanted to make a direct payment?

Speaker speaker_1: Yeah, so that's why I want to call in, because I don't have the doc- the document, the payment about my insurance.

Speaker speaker_0: Okay. So let's see here. So I can go ahead and, um, accept the direct payment from you. Let me get that set up for you real quick, okay?

Speaker speaker_1: Oh.

Speaker speaker_0: Let's see. And just to confirm, the same address that we have on file is the same as your billing address?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: All right. 169... So... Zero. Okay, and the credit card number?

Speaker speaker_1: And the cred- Uh, how much you're gonna take, please?

Speaker speaker_0: Um, so your direct payment is \$49.60.

Speaker speaker_1: Okay. Give me one second. The credit card number is, uh, 5... 5275. You got it?

Speaker speaker_0: Okay. Yes.

Speaker speaker_1: 5275 and 9200-

Speaker speaker_0: Okay.

Speaker speaker_1: 4279.

Speaker speaker_0: Okay.

Speaker speaker_1: 34100... 1010.

Speaker speaker_0: Okay. And the expiration date?

Speaker speaker_1: 3/29.

Speaker speaker_0: All right. And the CVC number?

Speaker speaker_1: 942.

Speaker speaker_0: 942?

Speaker speaker_1: Yeah, 942.

Speaker speaker_0: Okay. And then just to confirm the credit card number, we have 5275-9200-4279-3410.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I'm going to go ahead and process the direct payment of \$49.60.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. So it said, "Credit card transaction failed." Um, "Can't verify PIN." Said, "Do not retry." Do you have another card?

Speaker speaker_1: No, I don't have another card other than that. That's 5275-1900-4279.

Speaker speaker_0: You said 1900?

Speaker speaker_1: Yes. What you put before?

Speaker speaker_0: Uh, I confirmed that... I read the number back to you and said 9200 and you said it was correct. So it was 1900?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let me go ahead and retry it. Okay. Now it says, "The billing information does not match the credit card. Please check with your bank." Okay. So I would honestly call your bank just to verify, and I can provide you with the actual insurance carrier's telephone number, so you could speak with them, um, because it's not letting me process the direct payment for you.

Speaker speaker_1: Oh, Lord. I don't know why, but... You have a number you give me, you want to give me a number?

Speaker speaker_0: Yeah. To the insurance carrier? Uh, just let me know whenever you're ready.

Speaker speaker_1: Yes, I'm ready.

Speaker speaker_0: Okay. So their telephone number is 800-2606-

Speaker speaker_1: 8606. Mm-hmm.

Speaker speaker_0: ... zero six, instead of seven, zero six.

Speaker speaker_1: Yeah, the 800-250-6606, right?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: So, you say for, uh, for my bank?

Speaker speaker_0: Yes, sir. I would reach out to your bank, uh, just to verify, um, everything, if everything went through, um, 'cause it's not allowing me to accept a direct payment on my end, 'cause it gave me the message that, for you to contact your bank.

Speaker speaker_1: But what do you think if I contact, uh, my, my employer?

Speaker speaker_0: Um, if you contact your employer and let them know, they're gonna just redirect you back to us at Benefits in a Card, 'cause we are their benefit administrators. Um, so honestly, like I said, just reach out to your bank just to verify with them that you are making a direct payment for your insurance, so they can allow the direct payment to go through, um, and then reach out to the insurance carrier just to verify.

Speaker speaker_1: So, um, when you t- Can you s- can, uh, can you tell me which, which company for, uh, ask me to do the payment, please?

Speaker speaker_0: Um, so the company that we use to accept the direct payments is USAePay. Um, and then, usually once the direct payment g- goes through, there should have been a confirmation email. Um, but like I said, the, when I tried submitting the direct payment for you the second time around with the correction that we made, uh, the i- the notification pulled up and said that it couldn't process the direct payment and said for you to contact your bank. Thinking that they're probably putting a freeze on it because it's, uh, like a, uh, um, like something that you've never paid for before, so I'm probably... So they're thinking that, like, okay, they may... They're flagging it, probably.

Speaker speaker_1: Yeah, usually that, that, uh, that's, um, that's new with pay. I don't know. I pay probably, uh, I don't go to work last week. Last, uh, probably last week to pay, that's why they're not... Yeah.

Speaker speaker_0: Yes, sir. Um, but like I said, I would just reach out to your bank, just to see what's going on with them, and then reach back out to us and go from there, okay?

Speaker speaker_1: Okay. All right. Thank you so much.

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

Speaker speaker_1: Hello?

Speaker speaker_0: All right. Bye-bye.