

## Transcript: Justin

**Mills-6127444833124352-4921067708137472**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. This... my name is Victoria. Um, I was calling to, uh... I got a text saying that, um, my... I think this is insurance through my com- through the company I worked for. Can you var- clarify that for me, please? Yeah. Did you receive a text message or something? Yes, I did. Uh-huh. Do you mind reading it out for me? Uh, it just said that, um, missed payments and my... and it had lapsed. It said, "There is a lapse in coverage in the last two weeks due to missed payroll deduction." And I think it has to do with Oxford. Yeah. Uh, um, so the text message you received was from Oxford letting you know that they- Okay. ... didn't make a deduction on you, so you're not currently- Okay. ... active in benefits offered through them. However- Okay. ... if you're back working and receiving a check this week, deductions- Mm-hmm. ... will pick up like normal. Okay. So, um, but I'm no longer with Oxford, so I've got a new job. Okay. Well, since you're no longer with Oxford, you can go ahead and disregard that text message. Okay. So my benefits end when? Is it already ended? Um, Oxford... what's the last four of your Social, so I can- 4600. ... verify it? And your first and last name? Victoria Scott. Scott. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Scott? Yes. 125 Millhouse Drive, Madison, Mississippi 39110. And confirm your date of birth? 09/18/68. And a good telephone number I have is 248-697-8846. That's correct. And the email I have is vscott253@gmail? That's correct. Okay, so let's see here. So yeah, so looking at the calendar, the... you did receive that text message due to the fact that it deduct you last week for active coverage- Mm-hmm. ... for this week. Um, so the last day of active coverage was, uh, January 19th. Okay. All right. That's all I neededa know. Awesome. You have a wonderful day- All right. ... okay, Victoria? Thank you. Mm, bye-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. How can I help you today?

Speaker speaker\_2: Hi, Justin. This... my name is Victoria. Um, I was calling to, uh... I got a text saying that, um, my... I think this is insurance through my com- through the company I worked for. Can you var- clarify that for me, please?

Speaker speaker\_1: Yeah. Did you receive a text message or something?

Speaker speaker\_2: Yes, I did. Uh-huh.

Speaker speaker\_1: Do you mind reading it out for me?

Speaker speaker\_2: Uh, it just said that, um, missed payments and my... and it had lapsed. It said, "There is a lapse in coverage in the last two weeks due to missed payroll deduction." And I think it has to do with Oxford.

Speaker speaker\_1: Yeah. Uh, um, so the text message you received was from Oxford letting you know that they-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... didn't make a deduction on you, so you're not currently-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... active in benefits offered through them. However-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if you're back working and receiving a check this week, deductions-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... will pick up like normal.

Speaker speaker\_2: O- okay. So, um, but I'm no longer with Oxford, so I've got a new job.

Speaker speaker\_1: Okay. Well, since you're no longer with Oxford, you can go ahead and disregard that text message.

Speaker speaker\_2: Okay. So my benefits end when? Is it already ended?

Speaker speaker\_1: Um, Oxford... what's the last four of your Social, so I can-

Speaker speaker\_2: 4600.

Speaker speaker\_1: ... verify it? And your first and last name?

Speaker speaker\_2: Victoria Scott.

Speaker speaker\_1: Scott. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Scott?

Speaker speaker\_2: Yes. 125 Millhouse Drive, Madison, Mississippi 39110.

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

Speaker speaker\_2: 09/18/68.

Speaker speaker\_1: And a good telephone number I have is 248-697-8846.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is vscott253@gmail?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay, so let's see here. So yeah, so looking at the calendar, the... you did receive that text message due to the fact that it deduct you last week for active coverage-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... for this week. Um, so the last day of active coverage was, uh, January 19th.

Speaker speaker\_2: Okay. All right. That's all I neededa know.

Speaker speaker\_1: Awesome. You have a wonderful day-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... okay, Victoria?

Speaker speaker\_2: Thank you. Mm, bye-bye.

Speaker speaker\_1: Bye.