

Transcript: Justin

Mills-6622750111645696-4521875186597888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, this is Justin. Hey. This is Annie Scott calling back. My son had called you. I'm trying to find out about, about his insurance. Uh, you, he said if he didn't get no check this week, that he would have... How that go? Um, yeah, so I did inform Frank that he is currently active in the coverage for this week, so no direct payment is necessary right now. However, I was informing him that if he didn't receive a paycheck this week, um- Mm-hmm. ... he would have to call on Monday the 25th to make a direct payment for that week. Through the- Mm-hmm. Through the first, if that makes any sense. So the 25th through the first. Okay. So he has to pay every week after that if he don't even got no check? Because he's on leave right now. Um, correct. So if he is on leave, um, so he would have to call in on every Monday t- to make a direct payment for that week. However, once he goes back to work, uh, deductions- Mm-hmm. ... should pick up like normal. Oh, okay. That's what I need, needed to know. Okay, then. I just, I just called back, ca- called back then. Okay. Okay. Well, is there anything else I can help you with today, Mr. Scott? No, this just... Did y'all ever mail him his card? He's supposed to have a card mailed out. Trying to... Because he didn't have that card. I'm trying to... Could you look and see did they mail that card out? Yes, so it looks like he called back on the 12th to have a card request. Uh, card was, or email was sent to the carrier, and there was an email sent to his email, with the ID card. Um, so physical ID card should res- should be arriving within seven to 10 business days. Okay then. All right. All right, all right. Thank you. You're welcome. You have a great day, okay? All right, you too. Um... All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, this is Justin.

Speaker speaker_2: Hey. This is Annie Scott calling back. My son had called you. I'm trying to find out about, about his insurance. Uh, you, he said if he didn't get no check this week, that he would have... How that go?

Speaker speaker_1: Um, yeah, so I did inform Frank that he is currently active in the coverage for this week, so no direct payment is necessary right now. However, I was informing him that if he didn't receive a paycheck this week, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... he would have to call on Monday the 25th to make a direct payment for that week. Through the-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Through the first, if that makes any sense. So the 25th through the first.

Speaker speaker_2: Okay. So he has to pay every week after that if he don't even got no check? Because he's on leave right now.

Speaker speaker_1: Um, correct. So if he is on leave, um, so he would have to call in on every Monday t- to make a direct payment for that week. However, once he goes back to work, uh, deductions-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... should pick up like normal.

Speaker speaker_2: Oh, okay. That's what I need, needed to know. Okay, then. I just, I just called back, ca- called back then.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Well, is there anything else I can help you with today, Mr. Scott?

Speaker speaker_2: No, this just... Did y'all ever mail him his card? He's supposed to have a card mailed out. Trying to... Because he didn't have that card. I'm trying to... Could you look and see did they mail that card out?

Speaker speaker_1: Yes, so it looks like he called back on the 12th to have a card request. Uh, card was, or email was sent to the carrier, and there was an email sent to his email, with the ID card. Um, so physical ID card should res- should be arriving within seven to 10 business days.

Speaker speaker_2: Okay then. All right. All right, all right. Thank you.

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

Speaker speaker_2: All right, you too. Um...

Speaker speaker_1: All right, bye-bye.