# Transcript: Justin Mills-6687657546006528-6044464907337728

## 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, my name is Exodus. Can you help me, um, do a payment for my benefits? Yeah. What's the staffing agency you work for? Terra Versilla. And the last four of your social? 4042. And for security purposes, can you verify your home address, including city, state and zip code, Exodus? 2610 164th Street Southwest. Apartment A30- 330 and it's 98087. Lynnwood, Washington. Can I confirm your date of birth? April 30, 1985. And a good telephone number. It has 425-616-7527? Yes. The email it has is exodusnebraska@gmail.com? Yes. Okay. So let me go ahead and get this direct payment set up for you. And just to confirm, the same address we have on file is the same as your billing address? Yes. Okay. So it's okay to pay as long as I pay before the end of the week, right? Is that how it works? Um, correct. Um, so y- well, usually. Um, we usually send out mass text messages to all of the lapsed in coverage members, uh, usually on Wednesdays, um, just to get everyone well aware of what happened. Um, but yeah, by, by Friday... 'cause we are open Monday through Friday, um, to have coverage for that, for that week that we're currently in, um, if that made any sense. Yes, that makes sense. Okay. So let's see here. So 2610 64th 7... Apartment A3 30 7... Okay, and the credit card number? 5379 8610 2374 4441. And the expiration date? 10/28. Right. And the CVC number? 103. 03, okay. I'm about to go ahead and process the direct payment of $36.76. Thank you. You're welcome. So payment was successful. Um, is there anything else I could help you out with today, Exodus? Yes, I got... So I got my benefits cards. Um, I'm not sure... I'm not sure if I got an email about the medical part. Yeah. Um, so I can resend that to you. Okay. Um, do you mind if I place you on a brief hold while I do that? Sure. Hello, Exodus. You still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your medical ID card to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay? Okay. Okay. Is there anything else I can help you out with today? No, that should be everything. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful weekend. All right? Thank you. You as well. Thank you. 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, my name is Exodus. Can you help me, um, do a payment for my benefits?

Speaker speaker_1: Yeah. What's the staffing agency you work for?

Speaker speaker_2: Terra Versilla.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4042.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Exodus?

Speaker speaker_2: 2610 164th Street Southwest. Apartment A30- 330 and it's 98087. Lynnwood, Washington.

Speaker speaker_1: Can I confirm your date of birth?

Speaker speaker_2: April 30, 1985.

Speaker speaker_1: And a good telephone number. It has 425-616-7527?

Speaker speaker_2: Yes.

Speaker speaker_1: The email it has is exodusnebraska@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let me go ahead and get this direct payment set up for you. And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: So it's okay to pay as long as I pay before the end of the week, right? Is that how it works?

Speaker speaker_1: Um, correct. Um, so y- well, usually. Um, we usually send out mass text messages to all of the lapsed in coverage members, uh, usually on Wednesdays, um, just to get everyone well aware of what happened. Um, but yeah, by, by Friday... 'cause we are open Monday through Friday, um, to have coverage for that, for that week that we're currently in, um, if that made any sense.

Speaker speaker_2: Yes, that makes sense.

Speaker speaker_1: Okay. So let's see here. So 2610 64th 7... Apartment A3 30 7... Okay, and the credit card number?

Speaker speaker_2: 5379 8610 2374 4441.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: 10/28.

Speaker speaker_1: Right. And the CVC number?

Speaker speaker_2: 103.

Speaker speaker_1: 03, okay. I'm about to go ahead and process the direct payment of $36.76.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. So payment was successful. Um, is there anything else I could help you out with today, Exodus?

Speaker speaker_2: Yes, I got... So I got my benefits cards. Um, I'm not sure... I'm not sure if I got an email about the medical part.

Speaker speaker_1: Yeah. Um, so I can resend that to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: Sure.

Speaker speaker_1: Hello, Exodus. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your medical ID card to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Is there anything else I can help you out with today?

Speaker speaker_2: No, that should be everything.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful weekend. All right?

Speaker speaker_2: Thank you. You as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.