

## **Transcript: Pamela**

**Blanc-5705741180551168-6683241108946944**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yes, I came to, um, want to pay for my insurance. Want to pay for your insurance? Yes. Okay, may I have the last four digits of your social and the staffing agency you work for? MAU. And the last four, ma'am? 5650. 650? Huh? What was the last four? I'm sorry, I couldn't hear you. 5650. 6650. 6650? Huh? No. 6650. No, 5650. And your first and last name, ma'am? Name's Mike Scott. All right. Mr. Scott, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. 594 Georgia Highway 56 North, Waynesboro, Georgia, 30830. Birthdate, 15/19/96. Thank you for the information. We have the telephone number on file, 706-533-1309 and 706-554-6060. Um, when you email it- What phone number you got down there? You got the wrong phone number down here. Well, that's 706-533-5309. That's, that's, that's, uh, that's not the right phone number. Okay, so the one you're using is 606-533-3309. The, the other num- I can't hear you, ma'am. Is that- What you say? ... the phone number... Is the phone number you're calling from a good number to reach you? Yeah, 706-526-8877, 'cause this phone is not working now. You got the hard phone number down there, 270-655-46060? Yes, ma'am. Okay. Mm-hmm. Okay. So all that's in... All right. So you need to call back on Monday to make the direct payment. You still, uh, you are covered for this week. Mm-hmm. Um, we cannot take the payment ahead of time. You will have to give us a call back on Monday. Let me ask you another question. They're supposed to mail out an insurance card, but they never did. Can you put that in the mail? I didn't, he didn't never get the insurance card. Okay, sure. Um, quick question. Is the address, has a, an apartment number? It's 594. Okay. Which is 205. No, 594 Highway 56 North. Yes, yes, that's correct, Waynesboro, Georgia. Yeah, I, I didn't ever live- Mm-hmm, I just wanted to make sure. Okay. How soon can you mail that card out? Um, let's see. If... We could do, I don't know. I could request it today. They usually take seven to 10 days to arrive because we don't mail it out. It's the actual carrier. Okay, yeah. Um, so you don't, you don't have a digital copy? Would you like me- No. ... to email it to you? Mm-mm. They're supposed to mail me one out and they sent one, but they didn't, I didn't ever get it. It's been about four weeks now. I haven't received no card. So evidently they must've been mailed out. I'm trying to see, could you send another one out? I, I see that they emailed the ID card to you. Not- Yeah, it's supposed to been email one, and it's supposed to send a physical copy of one. I got the email out, but the one in the mail I did not get. I need one in the mail. Okay. So we'll go ahead and request the one, a full and physical one to arrive to you, ma'am. Okay. Um, okay? Is there anything else I could do for you, ma'am? Let me ask you another question, though. I talked the last week, he had told me that, well, he's still on leave and that if I made, after I make two more payments, y'all only allow you to make, make four payments? It don't keep on continue the payment till

you go back to work? No, you can continue it with COBRA and then reinstate the benefits when you go back to work. The COBRA insurance is high, isn't it? But it's not the same as the regular market, marketplace one. You will pay a little extra, but not as much as, like, the regular insurance a month on COBRA. Oh, all right then. Do I, you got the COBRA number or something I can talk to somebody, or you don't have that? Sure, I could give it to you. Okay. Let me know when you're ready. I'm ready. 800- Mm-hmm. ... 833-4296. 833- 4296. 4296. 833-4296. Yes, ma'am, and will op- Yes, ma'am. Your option will be option one. You say 429. What else you say, six? Yes, 800-833-4296. Okay. All right. All right? Thank you. Anything else I can do for you? No, that's all. Thanks. All right, thank you. All right. Mm-hmm. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, I came to, um, want to pay for my insurance.

Speaker speaker\_1: Want to pay for your insurance?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, may I have the last four digits of your social and the staffing agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four, ma'am?

Speaker speaker\_2: 5650.

Speaker speaker\_1: 650?

Speaker speaker\_2: Huh?

Speaker speaker\_1: What was the last four? I'm sorry, I couldn't hear you.

Speaker speaker\_2: 5650.

Speaker speaker\_1: 6650. 6650?

Speaker speaker\_2: Huh? No.

Speaker speaker\_1: 6650.

Speaker speaker\_2: No, 5650.

Speaker speaker\_1: And your first and last name, ma'am?

Speaker speaker\_2: Name's Mike Scott.

Speaker speaker\_1: All right. Mr. Scott, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_2: 594 Georgia Highway 56 North, Waynesboro, Georgia, 30830. Birthdate, 15/19/96.

Speaker speaker\_1: Thank you for the information. We have the telephone number on file, 706-533-1309 and 706-554-6060. Um, when you email it-

Speaker speaker\_2: What phone number you got down there? You got the wrong phone number down here. Well, that's 706-533-5309. That's, that's, that's, uh, that's not the right phone number.

Speaker speaker\_1: Okay, so the one you're using is 606-533-3309.

Speaker speaker\_2: The, the other num- I can't hear you, ma'am.

Speaker speaker\_1: Is that-

Speaker speaker\_2: What you say?

Speaker speaker\_1: ... the phone number... Is the phone number you're calling from a good number to reach you?

Speaker speaker\_2: Yeah, 706-526-8877, 'cause this phone is not working now. You got the hard phone number down there, 270-655-46060?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Mm-hmm.

Speaker speaker\_1: Okay. So all that's in... All right. So you need to call back on Monday to make the direct payment. You still, uh, you are covered for this week.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, we cannot take the payment ahead of time. You will have to give us a call back on Monday.

Speaker speaker\_2: Let me ask you another question. They're supposed to mail out an insurance card, but they never did. Can you put that in the mail? I didn't, he didn't never get the insurance card.

Speaker speaker\_1: Okay, sure. Um, quick question. Is the address, has a, an apartment number?

Speaker speaker\_2: It's 594.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Which is 205.

Speaker speaker\_1: No, 594 Highway 56 North.

Speaker speaker\_2: Yes, yes, that's correct, Waynesboro, Georgia. Yeah, I, I didn't ever live-

Speaker speaker\_1: Mm-hmm, I just wanted to make sure.

Speaker speaker\_2: Okay. How soon can you mail that card out?

Speaker speaker\_1: Um, let's see. If... We could do, I don't know. I could request it today. They usually take seven to 10 days to arrive because we don't mail it out. It's the actual carrier.

Speaker speaker\_2: Okay, yeah.

Speaker speaker\_1: Um, so you don't, you don't have a digital copy? Would you like me-

Speaker speaker\_2: No.

Speaker speaker\_1: ... to email it to you?

Speaker speaker\_2: Mm-mm. They're supposed to mail me one out and they sent one, but they didn't, I didn't ever get it. It's been about four weeks now. I haven't received no card. So evidently they must've been mailed out. I'm trying to see, could you send another one out?

Speaker speaker\_1: I, I see that they emailed the ID card to you. Not-

Speaker speaker\_2: Yeah, it's supposed to been email one, and it's supposed to send a physical copy of one. I got the email out, but the one in the mail I did not get. I need one in the mail.

Speaker speaker\_1: Okay. So we'll go ahead and request the one, a full and physical one to arrive to you, ma'am.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, okay? Is there anything else I could do for you, ma'am?

Speaker speaker\_2: Let me ask you another question, though. I talked the last week, he had told me that, well, he's still on leave and that if I made, after I make two more payments, y'all only allow you to make, make four payments? It don't keep on continue the payment till you go back to work?

Speaker speaker\_1: No, you can continue it with COBRA and then reinstate the benefits when you go back to work.

Speaker speaker\_2: The COBRA insurance is high, isn't it?

Speaker speaker\_1: But it's not the same as the regular market, marketplace one. You will pay a little extra, but not as much as, like, the regular insurance a month on COBRA.

Speaker speaker\_2: Oh, all right then. Do I, you got the COBRA number or something I can talk to somebody, or you don't have that?

Speaker speaker\_1: Sure, I could give it to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let me know when you're ready.

Speaker speaker\_2: I'm ready.

Speaker speaker\_1: 800-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... 833-4296.

Speaker speaker\_3: 833-

Speaker speaker\_4: 4296.

Speaker speaker\_1: 4296.

Speaker speaker\_3: 833-4296. Yes, ma'am, and will op-

Speaker speaker\_1: Yes, ma'am. Your option will be option one.

Speaker speaker\_3: You say 429. What else you say, six?

Speaker speaker\_1: Yes, 800-833-4296.

Speaker speaker\_3: Okay. All right.

Speaker speaker\_1: All right?

Speaker speaker\_3: Thank you.

Speaker speaker\_1: Anything else I can do for you?

Speaker speaker\_3: No, that's all. Thanks. All right, thank you.

Speaker speaker\_1: All right.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: Thank you.