

Transcript: Pearl

Rojas-5792568615944192-5599932621832192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who- Hello? Yes? Hello? Can you hear me? Hi, yes. Mm-hmm. Hi, yes, uh, I couldn't hear you for a little moment. Uh, my name is Emilio. Can you hear me well? Yes. Okay. Uh, my name is Emilio. I'm with Creator- Crearives- Creative Circle, sorry, and, um, I would like to make a payment for my benefits for the last two weeks that my payroll was zero. Uh, is that possible? It is. What are the last four digits of your social? Uh, 5762. And your address and date of birth? Address is 1162 Eastern Parkway, Apartment 3, Louisville, Kentucky 40217. And date of birth, December 2nd, 1987. Okay, can I have your phone number as 294-5371? Yes, that's correct. Can I have your email address as emacias@gmail.com? Yes. All right, and you said you wanted to make a direct payment for the last two weeks, correct? Yeah, uh, w- I don't know wha- which one would be, uh, due now, but yeah, whatever I'm due to pay for, for those weeks that I haven't worked. Okay, so for those two weeks, the payment will be of one tw- \$127.56. That's correct. Okay. Okay. And is the name on the card the same as the name on the account? Yes, Emilio Macias Fumero. And is the billing address the same as well? Yes. All right, and what's that card number? It's 6011004728136124. Okay, and the security code? 854. And the expiration date? 0228. All righty, Mr. Fumero, we are making a direct payment today in the amount of \$127.56 from the card ending in 6124, and you will receive a receipt emailed to the email we have on file. Do you authorize this payment? Perfect. Yes. All righty. Bear with me. All right, that, that payment was successfully processed. Do you have any questions? Uh, no, that would be it. Um, depending on- I'm gonna, um, depending on, on when, uh, y- either next month or at the end of this month, I'm gonna switch, uh, uh, to another insurance and how do I go about canceling the Benefits in a Card? I just call this number? Um, so yes, you would call this number to cancel. Um, but your preventative health plan, you would have to cancel it by- before the 31st of January. That one is under a restriction. If it is not company open enrollment, you can't cancel it. Um, but if there's no check that the deduction can come out of, it essentially cancels itself. Oh, I see. Um, which one is that one that needs to be canceled before the 31st? The MEC TelRx plan. It's your preventative health plan. The preventative then. So if I don't cancel it, can I schedule it now to cancel by the 30th? No, you would have to call and cancel it that day. That day, okay, or- or when I, um- Or whenever you want, uh... Yes. I will do that. Thank you so much. I appreciate your help. No problem. Thank you so much for calling. You have a great day. Yes.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who-

Speaker speaker_2: Hello?

Speaker speaker_1: Yes?

Speaker speaker_2: Hello? Can you hear me?

Speaker speaker_1: Hi, yes. Mm-hmm.

Speaker speaker_2: Hi, yes, uh, I couldn't hear you for a little moment. Uh, my name is Emilio. Can you hear me well?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Uh, my name is Emilio. I'm with Creator- Crearives- Creative Circle, sorry, and, um, I would like to make a payment for my benefits for the last two weeks that my payroll was zero. Uh, is that possible?

Speaker speaker_1: It is. What are the last four digits of your social?

Speaker speaker_2: Uh, 5762.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: Address is 1162 Eastern Parkway, Apartment 3, Louisville, Kentucky 40217. And date of birth, December 2nd, 1987.

Speaker speaker_1: Okay, can I have your phone number as 294-5371?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Can I have your email address as emacias@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and you said you wanted to make a direct payment for the last two weeks, correct?

Speaker speaker_2: Yeah, uh, w- I don't know wha- which one would be, uh, due now, but yeah, whatever I'm due to pay for, for those weeks that I haven't worked.

Speaker speaker_1: Okay, so for those two weeks, the payment will be of one tw- \$127.56.

Speaker speaker_2: That's correct. Okay.

Speaker speaker_1: Okay. And is the name on the card the same as the name on the account?

Speaker speaker_2: Yes, Emilio Macias Fumero.

Speaker speaker_1: And is the billing address the same as well?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and what's that card number?

Speaker speaker_2: It's 6011004728136124.

Speaker speaker_1: Okay, and the security code?

Speaker speaker_2: 854.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: 0228.

Speaker speaker_1: All righty, Mr. Fumero, we are making a direct payment today in the amount of \$127.56 from the card ending in 6124, and you will receive a receipt emailed to the email we have on file. Do you authorize this payment?

Speaker speaker_2: Perfect. Yes.

Speaker speaker_1: All righty. Bear with me. All right, that, that payment was successfully processed. Do you have any questions?

Speaker speaker_2: Uh, no, that would be it. Um, depending on- I'm gonna, um, depending on, on when, uh, y- either next month or at the end of this month, I'm gonna switch, uh, uh, to another insurance and how do I go about c- canceling the Benefits in a Card? I just call this number?

Speaker speaker_1: Um, so yes, you would call this number to cancel. Um, but your preventative health plan, you would have to cancel it by- before the 31st of January. That one is under a restriction. If it is not company open enrollment, you can't cancel it. Um, but if there's no check that the deduction can come out of, it essentially cancels itself.

Speaker speaker_2: Oh, I see. Um, which one is that one that needs to be canceled before the 31st?

Speaker speaker_1: The MEC TelRx plan. It's your preventative health plan.

Speaker speaker_2: The preventative then. So if I don't cancel it, can I schedule it now to cancel by the 30th?

Speaker speaker_1: No, you would have to call and cancel it that day.

Speaker speaker_2: That day, okay, or- or when I, um-

Speaker speaker_1: Or whenever you want, uh...

Speaker speaker_2: Yes. I will do that. Thank you so much. I appreciate your help.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Yes.