

Transcript: Sara

Marulanda-4840215657529344-5035237371756544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You told me that already. Thank you for calling Benefits in a Card, my name is Julia. I remember you. May I have your name please? Andrew Latham. Hello, sir. How moment-- how may I help you? I just received a text message, uh, from an unknown number saying there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Please call BIC at this number if I wish to make a payment. Um... Okay. I'm not seeing any discrepancy in my pay lately. Okay. Let me check your account, uh, to verify that information. May I have please the name of the agency and the last four of your Social? Uh, the agency I guess is Creative Circle. Okay. Social is 8647. Thank you very much Mr. Andrew Latham and just for security purposes can you please verify your address and date of birth? 6527 Cloverbrook Drive, um, January 20, 1981. Okay. We have a different address. Have you moved? Yes, uh, I'm at, uh, 4051 Gatwick Court. Yes, sir. That's the one we have. Yeah. Do you want to leave this one or do you want updated? I'm sorry? You want to update the address, or you want to leave that one there, 4051 Gatwick Court? We can update the address, yes, ma'am. Okay. Okay, which one is the new address again, I'm sorry? It's 65, um, 27 Cloverbrook, C-L-O-V-E-R-B-R-O-O-K Drive. Any apartment number? No, ma'am. And the city name? Uh, Brentwood, Tennessee 37027. 37037? Two-seven. Give me just a minute please. Come on, computer. Sorry, I'm at- I'm at work right now and so- It's okay, don't worry about it. ... doing several things at once here. And is your email drewslatham@gmail.com? Uh, drewslatham@gmail.com. Yes. Yes. Okay. And is your phone number 615-714-6875? Yes, ma'am. Thank you very much. Okay. Um, okay, this current week has no payment. Uh, have you worked like two weeks ago? Uh, yes. Yes, ma'am. I just got back from vacation, but I still made my healthcare payment the first paycheck of the month. Okay, they make deductions every week. The deductions are every week. So at this moment, this current week, 11 to 17, November 11th through the 17th has no coverage. There was no payment or no deduction. How much is, how much do I owe? Oh. Okay. The payment will be \$7.90. Okay. Um, how do you typically do this? Oh, you can make a direct payment. Okay. Do you take credit cards? Yes, any credit card or, other than, um, American Express. Okay. Okay, so give me just a minute. Is the same address for the ID card as your, I mean, for the credit card as your address? Yes, ma'am. Uh, could you read that back to me, the address I gave you? Just so I know it's correct. 6527 Cloverbrook Drive, Brentwood, Tennessee 37027. Okay, that sounds good. Okay, so give me a minute please. Okay, sir, I'm ready for the card number. Um, 4888-9370-1544-0854. Let me read that back to you. 4888-9370-15440854. Yes, ma'am, that sounds right. And the CVC number on the back of the card? 754. And the expiration date? Oh, 01... Actually, hold on one second. Sure. Uh, zero... Actually, I'm sorry. They just sent me that new card, that was correct. Uh, the- the code number is different. Okay. Which one is the code number? The code number is now 137. 137,

okay. And the ex- And the expiration date? Is 0130. Okay, sir. That was, um, payment went through, uh, your, uh, current week is, uh, co-, uh, is active. Uh, would you like to write down the p- the authorization number? Either way we send it directly to your email, but it's just in case you wanted to write it down. Uh, yes, what was that number, and what is it called? It's the authorization number. Like the receipt number- Oh. ... of the transaction. Receipt number. 02... Yes, 02519, D as delta. Okay. 02519, D as in delta. Yes, sir. You're correct. Okay. All righty, sir. Is there anything else that I can help you with? Uh, no, ma'am. Change of address and, um, \$7,00, uh, payment. Yes, sir. \$7.90- Okay. Great. ... and a updated address. Okay, sir. Have a wonderful day and thank you for calling Benefits in a Card. Thank you very much, ma'am. You're more than welcome. Have a wonderful day, sir. You too. Bye. Thank you, have a good day, bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. You told me that already. Thank you for calling Benefits in a Card, my name is Julia. I remember you. May I have your name please? Andrew Latham. Hello, sir. How moment-- how may I help you? I just received a text message, uh, from an unknown number saying there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Please call BIC at this number if I wish to make a payment. Um... Okay. I'm not seeing any discrepancy in my pay lately. Okay. Let me check your account, uh, to verify that information. May I have please the name of the agency and the last four of your Social? Uh, the agency I guess is Creative Circle. Okay. Social is 8647. Thank you very much Mr. Andrew Latham and just for security purposes can you please verify your address and date of birth? 6527 Cloverbrook Drive, um, January 20, 1981. Okay. We have a different address. Have you moved? Yes, uh, I'm at, uh, 4051 Gatwick Court. Yes, sir. That's the one we have. Yeah. Do you want to leave this one or do you want updated? I'm sorry? You want to update the address, or you want to leave that one there, 4051 Gatwick Court? We can update the address, yes, ma'am. Okay. Okay, which one is the new address again, I'm sorry? It's 65, um, 27 Cloverbrook, C-L-O-V-E-R-B-R-O-O-K Drive. Any apartment number? No, ma'am. And the city name? Uh, Brentwood, Tennessee 37027. 37037? Two-seven. Give me just a minute please. Come on, computer. Sorry, I'm at- I'm at work right now and so- It's okay, don't worry about it. ... doing several things at once here. And is your email drewslatham@gmail.com? Uh, drewslatham@gmail.com. Yes. Yes. Okay. And is your phone number 615-714-6875? Yes, ma'am. Thank you very much. Okay. Um, okay, this current week has no payment. Uh, have you worked like two weeks ago? Uh, yes. Yes, ma'am. I just got back from vacation, but I still made my healthcare payment the first paycheck of the month. Okay, they make deductions every week. The deductions are every week. So at this moment, this current week, 11 to 17, November 11th through the 17th has no coverage. There was no payment or no deduction. How much is, how much do I owe? Oh. Okay. The payment will be \$7.90. Okay. Um, how do you typically do this? Oh, you can make a direct payment. Okay. Do you take credit cards? Yes, any credit card or, other than, um, American Express. Okay. Okay, so give me just a minute. Is the same address for the ID card as your, I mean, for the credit card as your address? Yes, ma'am. Uh, could you read that back to me, the address I gave you? Just so I

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