

Transcript: Sara

Marulanda-4911424875446272-6585416128577536

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Tabecca Sandore. I'm sorry? Tabecca Sed- The best. Hello, ma'am. How may I help you? Uh, so I had a big heart monitoring thing coming up, but they had to cancel it because they said my insurance wasn't in effect. Okay. Let me check your account. Uh, may I have the name of the, um, of the agency that you are working with and the last four of your Social? My what? May I have the name of the temporary agency that you are working with and the last four digits of your Social Security number to locate you on the system? Okay. It's going to be MVU, and the last four are 7821. Thank you very much. Uh, Ms. Samantha N. Sandore, uh, just for security purposes, can you please verify your address and date of birth? Uh, 1233 North Tegua Blade, 10620. Email, dot, dartsame00@gmail.com? Yeah. Phone number 903-609-9152? Yes. Thank you very much. Give me just a second. Yes, ma'am. Your coverage was canceled due to no deductions on your paycheck. Um, are you back with the company already? Uh, no, but I need doctor's approval to go back, but my doctor's having to run a lot of tests on me, because he thinks- I'm s- I'm sorry, ma'am. I barely can understand you. Can you repeat that for me please? HR needs doctor's approval to, because I'm having to walk with a cane and a roller. And? But I can't get these, get the tests my doctor needs if I don't have insurance to approve me. But you're not back with the company yet, right? I'm not currently working, no. I'm sorry. You say you're not currently working? Yes. They won't let me. They won't let you? Okay, but you cannot have insurance if you're not working with the company. I'm actually still- Uh, the insurance is through... Ma'am? I'm still employed there. They haven't fired me. Ah. I just, I... I just can't walk really well right now. Yes. Have to use a cane. Yes, I- Well, that's the reason it's paid. I... Yes, I understand, uh, that you are still with the company, but the deductions are made from your paycheck. Yes. So, uh, uh, are you receiving any pay? No. So, if there is no paycheck, there will be no deductions.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Tabecca Sandore. I'm sorry? Tabecca Sed- The best. Hello, ma'am. How may I help you? Uh, so I had a big heart monitoring thing coming up, but they had to cancel it because they said my insurance wasn't in effect. Okay. Let me check your account. Uh, may I have the name of the, um, of the agency that you are working with and the last four of your Social? My what? May I have the name of the temporary agency that you are working with and the last four digits of your Social Security number to locate you on the system? Okay. It's going to be MVU, and the last four are 7821. Thank you very much. Uh, Ms. Samantha N.

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