

Transcript: Sara

Marulanda-4922300445409280-6685610341744640

Full Transcript

This is Benefits in a Card, my name is Angela May I have your name please? Gaspar Tomas. Hello sir, I'm sorry. May I have your name please? Gaspar Francisco Tomas. Oh, hello Mr. Tomas, how may I help you? I want to see if my card is still active. Okay sure, let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social? Uh, it's uh Surge. Okay. Uh, do you need my, do you need my full Social Security? No, just the last four. 4409. 4409 you say? Yeah. Thank you sir... Mr. Tomas and just for security purposes can you please verify your address and date of birth? Address is 383 Walker Road, Burton, Alabama 35980. Um, date of birth 09/08/1998. Okay, let me verify this, 366 Walker Road did you say? Uh, I think I have it on 383 Walker Road. Okay, 383 you say? Yeah. 383 Walker Road. Walker Road, yes. Is there any apartment number? Um, uh, I don't have that. I got the employee ID, employee name and... No, no, no that's okay. ... number. I'm just, I'm just trying to ha- uh, have the correct information here on the file in case we need to get in contact with you. Okay. Uh, Mr. Tomas, um, is your email- Yes. ... gaspartomas68331@gmail.com? Yes. And is your phone number 256-298-3768? Yes. Okay sir, thank you. Okay, well this current week your coverage is not active, um, due to non-deductions, so it's not active and did you work like two weeks ago? Yes, I, I got hired through the company. Oh, okay. I was first with the Surge agency and I got hired through the company and I want to know if I want to use that card 'cause I want to go do a checkup. Okay, if you want to use the ID card you will have to make a direct payment. Oh, oh, okay. Yeah, because it's not active at this moment. You know if you- Oh, yeah. ... if two weeks ago you did not, uh, work on, uh, there was no deduction to cover this week. Okay. Do you want- It's, it's just a question. ... to make a direct payment? Oh, okay. It was just a question though, thank you. You're more than welcome sir. Other than that, is there anything else that I can help you with? Yes, that's all I wanted to ask for. Okay, yes just in case you want to use the ID card you just need to make a direct payment and it's going to be active until the following month, uh, Sunday. Oh, okay. All right. Alrighty sir- Thank you. Thank you for calling Benefits in a Card, have a wonderful day. Okay, bye. You're welcome, bye-bye.

Conversation Format

Speaker None: This is Benefits in a Card, my name is Angela May I have your name please? Gaspar Tomas. Hello sir, I'm sorry. May I have your name please? Gaspar Francisco Tomas. Oh, hello Mr. Tomas, how may I help you? I want to see if my card is still active. Okay sure, let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social? Uh, it's uh Surge. Okay. Uh, do you need my, do you need

my full Social Security? No, just the last four. 4409. 4409 you say? Yeah. Thank you sir... Mr. Tomas and just for security purposes can you please verify your address and date of birth? Address is 383 Walker Road, Burton, Alabama 35980. Um, date of birth 09/08/1998. Okay, let me verify this, 366 Walker Road did you say? Uh, I think I have it on 383 Walker Road. Okay, 383 you say? Yeah. 383 Walker Road. Walker Road, yes. Is there any apartment number? Um, uh, I don't have that. I got the employee ID, employee name and... No, no, no that's okay. ... number. I'm just, I'm just trying to ha- uh, have the correct information here on the file in case we need to get in contact with you. Okay. Uh, Mr. Tomas, um, is your email- Yes. ... gaspartomas68331@gmail.com? Yes. And is your phone number 256-298-3768? Yes. Okay sir, thank you. Okay, well this current week your coverage is not active, um, due to non-deductions, so it's not active and did you work like two weeks ago? Yes, I, I got hired through the company. Oh, okay. I was first with the Surge agency and I got hired through the company and I want to know if I want to use that card 'cause I want to go do a checkup. Okay, if you want to use the ID card you will have to make a direct payment. Oh, oh, okay. Yeah, because it's not active at this moment. You know if you- Oh, yeah. ... if two weeks ago you did not, uh, work on, uh, there was no deduction to cover this week. Okay. Do you want- It's, it's just a question. ... to make a direct payment? Oh, okay. It was just a question though, thank you. You're more than welcome sir. Other than that, is there anything else that I can help you with? Yes, that's all I wanted to ask for. Okay, yes just in case you want to use the ID card you just need to make a direct payment and it's going to be active until the following month, uh, Sunday. Oh, okay. All right. Alrighty sir- Thank you. Thank you for calling Benefits in a Card, have a wonderful day. Okay, bye. You're welcome, bye-bye.