

Transcript: Sara

Marulanda-4977463708303360-6431185416175616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Benefits in a Card. May I, may, my name is, who am I speaking with? Uh, hey, this is Jonathan Allison. I'm needing to pay my premiums for this week. Sure, I can help you with that, sir. And may I have the name of the agency that you are working with and the last four of your SSN? Uh, TRC Staffing, uh, 6241. Okay, Jonathan Allison? Yes. And just for security purposes, can you please verify your address and date of birth? Uh, 425 South Washington Street, Roswell, Georgia, 30741. Date of birth, 11/07/99. Okay. Email jmal... jmallison99@gmail.com? Yep. Phone number's 678-767-0435? That's correct. Thank you very much. So you want to make payment for this week. Okay. Okay, is that card under your name? Yes. And it's the same billing address as your address? Yeah. Okay, sir, I am ready for the card number. 4737023930643774. And we got 4737023930643774. Yep. Okay, and may I have the security number on the back of the card? 282. 282. And the expiration date? 06/27. Okay, so there's gonna be a payment for \$45.35. Is that correct? Uh, yeah, sounds about right. Uh, a minute. Okay, sir, thank you very much. Would you like to write down the authorization number? Um, but anyway, we're gonna send that to your email. That's fine, I'll just take the email. All righty, so the coverage is already active until this coming Sunday, the 24th. Um, just remember you still have one more week to make a direct payment. Um, are you going back to work with the company? Um, so I'm currently out of work due to an injury right now. Okay. Um, I did call last week to make a payment for the past two weeks, so... Okay, this is the third week with direct payment. Yes, this is the third. Yep. Okay. Okay. So, um, just wait until next week then, okay? Yeah, because currently I should be on FL... FMLA, so- All right. ... I don't know if there's anything that TRC needs to do with benefits or if there's someone else I need to talk to. Okay, after the f- But I'm supposed to be on FMLA until January. Okay. After the fourth week without, um... no direct deduction from your paycheck, then by the fifth week, that means... One, two, three, four, five... For the first week of December, if you... Well, then you're not gonna get any deductions from your paycheck. By that week, you're gonna receive a notification from COBRA department and they're gonna explain to you, um... They, they're gonna offer you to keep some of the, uh, plans that you are involved until now and, uh, just keep going with them until you go back to the company, give us a call, and reinstate your previous coverage. All right. All righty, sir. Um, other than that, um, Mr. Allison, is there anything else that I can help you with? No, I think that's it. All righty, sir. So thank you for calling Benefits in a Card. Wish you to have a wonderful day. All right, thank you. You're more than welcome. Bye-bye. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hi, this is Benefits in a Card. May I, may, my name is, who am I speaking with? Uh, hey, this is Jonathan Allison. I'm needing to pay my premiums for this week. Sure, I can help you with that, sir. And may I have the name of the agency that you are working with and the last four of your SSN? Uh, TRC Staffing, uh, 6241. Okay, Jonathan Allison? Yes. And just for security purposes, can you please verify your address and date of birth? Uh, 425 South Washington Street, Roswell, Georgia, 30741. Date of birth, 11/07/99. Okay. Email jmal... jmallison99@gmail.com? Yep. Phone number's 678-767-0435? That's correct. Thank you very much. So you want to make payment for this week. Okay. Okay, is that card under your name? Yes. And it's the same billing address as your address? Yeah. Okay, sir, I am ready for the card number. 4737023930643774. And we got 4737023930643774. Yep. Okay, and may I have the security number on the back of the card? 282. 282. And the expiration date? 06/27. Okay, so there's gonna be a payment for \$45.35. Is that correct? Uh, yeah, sounds about right. Uh, a minute. Okay, sir, thank you very much. Would you like to write down the authorization number? Um, but anyway, we're gonna send that to your email. That's fine, I'll just take the email. All righty, so the coverage is already active until this coming Sunday, the 24th. Um, just remember you still have one more week to make a direct payment. Um, are you going back to work with the company? Um, so I'm currently out of work due to an injury right now. Okay. Um, I did call last week to make a payment for the past two weeks, so... Okay, this is the third week with direct payment. Yes, this is the third. Yep. Okay. Okay. So, um, just wait until next week then, okay? Yeah, because currently I should be on FL... FMLA, so- All right. ... I don't know if there's anything that TRC needs to do with benefits or if there's someone else I need to talk to. Okay, after the f- But I'm supposed to be on FMLA until January. Okay. After the fourth week without, um... no direct deduction from your paycheck, then by the fifth week, that means... One, two, three, four, five... For the first week of December, if you... Well, then you're not gonna get any deductions from your paycheck. By that week, you're gonna receive a notification from COBRA department and they're gonna explain to you, um... They, they're gonna offer you to keep some of the, uh, plans that you are involved until now and, uh, just keep going with them until you go back to the company, give us a call, and reinstate your previous coverage. All right. All righty, sir. Um, other than that, um, Mr. Allison, is there anything else that I can help you with? No, I think that's it. All righty, sir. So thank you for calling Benefits in a Card. Wish you to have a wonderful day. All right, thank you. You're more than welcome. Bye-bye. Bye.