

Transcript: Sara

Marulanda-5110524616032256-5333596459679744

Full Transcript

Thank you for calling, thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Heather Hinton. Miss Hinton, how may I help you? Um, I received a text message that there was a lapse in coverage and I could make a payment. I just wanted to know what would the payment amount be? Okay, let me check that for you. May I have the name of the staffing agency and the last four of your Social? Uh, it's called BGSF. BPG Staffing? Yeah, and it's 2126. Thank you very much, Miss Heather Ashton Hinton. And just for security purposes, ma'am, can you please verify your address and date of birth? 5989, and it's 3660 Richmond Avenue, Apartment 362, Houston, Texas 77046. And is your email ha-hahinton@gmail.com? Yes. Okay, and is your phone number 713-438-3418? Yes. Thank you very much, ma'am. Okay. And you want to make a direct payment? That will be \$30.16, and it will cover from, uh, this past Monday, the 21st, until this coming Sunday, the 27th. Heather? Yes, ma'am? Okay, one moment. Just a second. Heather? Okay? Hello? Hello, Miss Hinton? Okay. So you want to make the, the payment? Um, I just have a question. Is there any way, like I can add a credit card on file where they just like take automated payments? No. We cannot take that information. Like, I have to keep it on the system. Uh, because you guys get paid by week, I mean, every week, like if you next week have another assignment and we make the, the automatic deduction, there is going to be like an issue because they will make a deduction from your paycheck. And then, we will take a payment from the credit card. So we cannot do that. Um, it will have to be you that, that gives us a call, uh, during every week to make a payment. I'm sorry about that. Oh, because I have to call every week to make a payment? Yes, ma'am. You have the option to do that up to four weeks. By the fifth week, the coverage will cancel itself and it's gonna, they're gonna send you a n-notification from, from COBRA department. Okay, thank you. So you want to make the payment, ma'am? Um, no, I'll call back. All righty, ma'am. Thank you for calling Benefits in a Cart. Have-

Conversation Format

Speaker None: Thank you for calling, thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Heather Hinton. Miss Hinton, how may I help you? Um, I received a text message that there was a lapse in coverage and I could make a payment. I just wanted to know what would the payment amount be? Okay, let me check that for you. May I have the name of the staffing agency and the last four of your Social? Uh, it's called BGSF. BPG Staffing? Yeah, and it's 2126. Thank you very much, Miss Heather Ashton Hinton. And just for security purposes, ma'am, can you please verify your address and date of birth? 5989, and it's 3660 Richmond Avenue, Apartment 362, Houston, Texas 77046. And is

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