

Transcript: Sara

Marulanda-5596859338899456-5492381507960832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Alexander Hudson. Hello, Mr. Hudson. How may I help you? Um, I'd like to pay for my insurance benefits- Sureletmehave... um, for the upcoming week of... Thank you. Um, may I have please the name of the agency that you are working with and the last four of your Social? It's TRC Sapping. Okay. 2631. Thank you very much. And just for security purposes can you please verify your address and date of birth? 174 Chester Avenue Southeast, 117, Atlanta, Georgia, 30316. 9-8-94 is my birthday. And your email, hudson@worksatgmail.com? That is correct. Your number is 375-9936. That is correct. Okay. And, um, are you going back to work or is just you're not going to be with the company anymore? Um, I- I will be receiving payment, uh, this upcoming week- Okay. ... um, due to having been off for the holiday. Oh, but yes ... but going back? Yes. Okay. Uh- uh- uh- So, if you could- ... I'm asking you that- Sorry? ... because, um, because you are enrolled in short-term disability and as long as you're going by, we're allowed to receive one, uh, payment dir- extra payment for short-term disability. But if it is, um, that you're not with the company anymore, I will have to cancel the short-term disability. But, uh, in this case, we can go ahead and take this payment, the complete payment. So give me just one minute. Okay. Okay, so that's gonna be for this, um, well, this current week you have coverage. This current week I have coverage. The next week, I will not have coverage. Okay, so- I will not have coverage the 30th through the 3rd. Okay, for the- So just- ... uh, that, for the direct payment we have to wait until next week. We cannot get, um, or receive payments ahead of the week, ahead of time. So what is the, when, what day do I call in order to set that payment up? From the 30th and ahead, uh, like from the 30th to the 5th. Okay, so any time between then I can pay for it? Anytime next week. Yes, sir. Okay. I understand. Thank you. I will call back soon. You're more than welcome. Anything else that I can help you with? Um, I do have benefits coverage for some sort of identity protection. Yes, ID Expert. Is that right? Yes, sir. How do I access that and start that process? Okay, let me check that for you. Give me just a minute, please. Okay, I can give you a phone number and just let me know whenever you're ready for that number. I'm ready for the number. Okay. It is 800-939-4170. Okay. That's IDX and they're the ones in charge of your identity protection. Y- y- give me just a minute. I want to check something here for you. Um- Thank you. You're welcome. I just want to be sure if we have any other information that you will need to open a case. Give me just a minute. TRC. I'm sorry, the system is kind of slow. I think that's pretty much all. I don't see anything else here. Mm-hmm. Yeah, I think you just need to get in contact with them and then they will ask you your information and they will find you on the system. Okay, thank you. You're- Okay. You're more than welcome. Anything else that I can help you with? No, I appreciate your assistance. You're more than welcome. Have a

wonderful day and thank you for calling Benefits in a Card. Thank you. You as well. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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