

Transcript: Sara

Marulanda-5784987975991296-4936958695882752

Full Transcript

Thank you for calling Benefits in a Card. My name is Sara. May I have your name, please? Cynthia Lawton. Hello, ma'am. How may I help you? Yes. Um, my name is Cynthia Lawton and I'm calling to check the status of my benefits. Sure, I can help you with that. May I have the na- name of the ag- agency that you're working with and the last four of your Social? TRC and the last four of my Social is... Hello, ma'am? H- Can you hear me? Uh, n- no. I just heard TRC. And the last four is 0611. Thank you very much. And, um, miss Cynthia Lawton, and just for security purposes, can you please verify your address and date of birth? 158 Stigler Street, Orangeburg, South Carolina, 29115. But I changed my address to 107 Chipstone Road, Springfield, South Carolina, 29146. We have a PO box here. PO Box 286, Springfield, South Carolina, 29146? Yes. You want us to leave that, the PO box address? Yes. Leave that PO Box. Perfect. And your date of birth? 10/30/1982. And is your email c.milhous@yahoo.com? Yes, ma'am. And is your date of bir- I mean, I'm sorry, your phone number 843-323-0532? Yes, ma'am. Thank you very much. Okay, let me check this. Okay. Um, you are enrolled, but we still haven't received the deductions yet. Uh, if you s- Have you seen during this past paycheck, did you see a deduction on that paycheck? Not yet. It's supposed to be coming out this week right here, she says, I think. Oh, okay. So once you see the first deduction, if we receive the payment by the following Monday, that's when your coverage became active. So, um, my- my thing isn't active yet? No, no. The way of activation is once we receive the payment, but we haven't received it yet. Okay. How much is the payment? It's \$63.75. Can I make the payment myself? The activation must be with a, uh, deduction from your paycheck. The first one has to be a deduction from the paycheck. Okay, so I can't get anything until Friday when they deduct it? Until Monday, if we receive the payment by Monday. Okay. Because this w- Thank you. See the... Okay, ma'am, you're more than welcome. Anything else that I can help you with? No, ma'am. Have a wonderful day and thank you for calling Benefits in a Card. Yeah, thanks. Thank you.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sara. May I have your name, please? Cynthia Lawton. Hello, ma'am. How may I help you? Yes. Um, my name is Cynthia Lawton and I'm calling to check the status of my benefits. Sure, I can help you with that. May I have the na- name of the ag- agency that you're working with and the last four of your Social? TRC and the last four of my Social is... Hello, ma'am? H- Can you hear me? Uh, n- no. I just heard TRC. And the last four is 0611. Thank you very much. And, um, miss Cynthia Lawton, and just for security purposes, can you please verify your address and date

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