

Transcript: Sara

Marulanda-6003161729515520-6240364183339008

Full Transcript

Thank you for calling ... in a card. My name is Sarah. May I have your name? For benefits in a card. My name is Sarah. May I have your name, please? Sarah. Uh, yes. Th-th-this, this is James Smith. Um, I, I was, I was with M-MAU. Okay. And, uh, I think I, I think I, I might- Okay. How can I help? Yeah, yeah. Uh, um, I think I might, might have to make... do, do, do, do I need to make a payment this week before my, my insurance run out? I, I know I have four weeks left. Okay. Let me check that for you. May I ask for digits of your Social Security number? 90116. Thank you very much, Mr. James Smith. And just for security purposes, can you please verify your address and date of birth? 3800 East North Street, Apartment 20, Greenville, South Carolina, 29615. My birthday is 12/10/1957. Okay, and is your email jamesmith56@gmail.com? No. No, no, no, no. James Smith, James Smith, T, tg, T as in Tom, G as in girl, 56@gmail.com. Okay. And is your phone number 864-325-6010? Yes. Okay, give me just a minute, please, while I check your account. Okay, sir. In this case, you will need to make two weeks payment, because last week was no coverage, and this week i-is... I mean, we already started another week. But, you know, I... She, hey yo, she told me last week I didn't have to make one. I, I, I called, I called to make one last week. Yes, you, you- And she told me, she, she told me that MAU had, had paid for last week payment. Yeah. And, um, and I might have to pay one this week. Okay. You made the ca... You called us on the 11th. For the 11th, your c... the coverage was active. You were supposed to call last week, uh, which is April 14th to the 20th. You call on the 21st. Today is the 21st. It's the second week already today. See, see, see. Now, now, now, now, now, you see, I'm confused now because when, when, when I called last week, I was ready to make a payment and she said I didn't need to make now, and now- Okay. Let me- ... I gotta make two. But, but you know what? That's okay. Let me explain you that. No, no, let me explain you that. You did called us on the 11th, Friday the 11th. That week ended on the 13th. Uh-uh-uh. Let, let, hold, hold on a minute. Let, let me, let me... L- I- I- let, let me look at my calendar so, so, so I can follow you. Sure, yeah. Okay. You said, you, you s... you, you said I call you on the, on the 11th? On the 11th, yes. That was a Friday. Right, that's correct. That that's why- So that week ended on the 13th. The week ended on Sunday the 13th. So, the other week- Well, yeah, yo. The other week... Well, why... You know, she should've told me that, to call, to call on Monday. To c-... She should, she shou- she should've told me to call on, on Monday and make the payment. That way, I wouldn't owe two weeks. Y- you know what I mean? Okay. I am reading the notes here, and it says that you was told to call the next week. The next week was from the, from the 14th to the 20th, but you're calling the 21st, so that's the second week. Oh, you said... Oh, so, so, so, so, so, so, so I was supposed to call you Friday? Yes, exactly. Yeah, yeah, that's my fault. Yeah. O- okay. I see now. Okay. So, you want to make the payment, right? And then so w- once, once I, I make these two payments, and then, uh, I, I, I will have a coverage up until, till, till

May the what? Until the 27th. You will have active coverage until the 27th, which is a Sunday. Uh, the 27th? Yes, sir. That's gonna... The, the, the payment, if you make two weeks payment now, that's gonna cover until next Sunday. And then after that... and then after that, uh... It's all good. After that, you will have to give us a call again at, uh, from the 28th to the 4th, May the 4th, to make the other payment. So, so I will, I will, I will need to ca... to, to call y'all on, on the 28th? No, you will need... Yes, on the 28th or 29th, 31st, 2nd, 3rd, or 4th. Any day that week. And then after that, then I... and then it, it, it'll, it'll end, end on what date that they... it, it, it'll end in May? Last day in May that you will be able to have active coverage will be, uh, May the 11th. So you will have to make a payment next week, any day, and then the follow week-following week any day. Oh, great. You- All right then. You- I c- Y- Yeah, yeah, go ahead. I'm sorry. Go ahead. Go ahead, I'm sorry. No, I, I, I'm sorry. I was to tell you that you cannot make any more payments after the 11th, May the 11th. Oh. Okay, I cannot make any more after May 11th. Yes. Oh, oh, oh. And now for me to, for me to accept your payment today, I will have to, uh, cancel the short-term disability. Oh yeah, yeah, yeah. Cancel that. I, I, I don't need that anymore. Okay. So, um, may I put you on hold just for a minute while I make the cancellation and come back with you to take the payment? Okay. Okay. So you're gonna make the two weeks payment. Is that correct? Uh, yes. Okay. So I'll be right back with you, sir. Yes, ma'am. Please don't disconnect the call. Okay, thank you. Thank you. I, I, oh, I won't. Thank you. Thank you. Hello? Hello? Hello? Hello, who's that? This is a rob, rob, rob, drug dealer, drug dealer. Go now. Hello, Mr. James? H- Hello? Thank you for waiting, sir. Thank you very much. Our system was extremely slow, I'm sorry about that. That's okay. Okay, Mr. James, one more- Le- le- le- Yeah, yeah, let me ask you, um, y- y- you know, why, why can't I just make, make that, make all three payments? That, th- then, that, that'll, that'll cover, cover, cover me o- on the 28th. I, I would love to be able to, uh, receive any future payments, but the system does not allow us. It only let us- Oh, right. ... receive old payments or current payments, but not future payments. Oh, oh, I got you. Yeah, I'm- Okay. ... sorry about that. N- no, no, that's okay. Okay, Mr. Smith, I'm ready for the card number. The payment is going to be \$85.40. Uh, that's going to cover the two weeks and you're going to have active coverage until April the, um, the 27th. And, um, that went down like \$8 because of the short-term disability removal. So, so now if I was to go, go, go see the doctor o- on the, on the 28th, I'm not going to be covered? You're correct, sir. Wow. Mm-hmm. All right then, so... Huh? Just remember- What do you- ... the, the, the coverage is weekly. Oh, okay. So yeah, I, oh, oh, okay. Okay- Huh? ... um, so I'm, I'm ready to take the, the card number. Okay, it's, um, 4342-5700-5810-2733. Okay, let me repeat that for you. 4342570058102733. Good. You got it. Yes, that's it. Okay. And the, the CBC number or the security code? 642. 642. And the expiration date? 0429. Okay, sir? So- And how much, h- how much is that? That was 80... Okay, give me a minute. I'll tell you. It was 84... \$85.40. We already- 80... ... sent you an email with the confirmation number. O- O- O- O- Okay, okay, cool. Okay, so remember, your coverage is active until this coming Sunday. O- O- Okay then, thank you so much. You're more than welcome. Other than that, Mr. Smith, is there anything else that I can help you with? Uh, n- n- no, no, that'll be all. Appreciate it. Oh, all right, sir. So thank you for calling Benefits in a Card. Wish you too have a wonderful day, sir. Yes, ma'am. Bye-bye. Mm-hmm. Bye-bye. Thank you. Mm-hmm.

Conversation Format

Speaker None: Thank you for calling ... in a card. My name is Sarah. May I have your name? For benefits in a card. My name is Sarah. May I have your name, please? Sarah. Uh, yes. Th-th-this, this is James Smith. Um, I, I was, I was with M-MAU. Okay. And, uh, I think I, I think I, I might- Okay. How can I help? Yeah, yeah. Uh, um, I think I might, might have to make... do, do, do, do I need to make a payment this week before my, my insurance run out? I, I know I have four weeks left. Okay. Let me check that for you. May I ask for digits of your Social Security number? 90116. Thank you very much, Mr. James Smith. And just for security purposes, can you please verify your address and date of birth? 3800 East North Street, Apartment 20, Greenville, South Carolina, 29615. My birthday is 12/10/1957. Okay, and is your email jamesmith56@gmail.com? No. No, no, no, no. James Smith, James Smith, T, tg, T as in Tom, G as in girl, 56@gmail.com. Okay. And is your phone number 864-325-6010? Yes. Okay, give me just a minute, please, while I check your account. Okay, sir. In this case, you will need to make two weeks payment, because last week was no coverage, and this week i-is... I mean, we already started another week. But, you know, I... She, hey yo, she told me last week I didn't have to make one. I, I, I called, I called to make one last week. Yes, you, you- And she told me, she, she told me that MAU had, had paid for last week payment. Yeah. And, um, and I might have to pay one this week. Okay. You made the ca... You called us on the 11th. For the 11th, your c... the coverage was active. You were supposed to call last week, uh, which is April 14th to the 20th. You call on the 21st. Today is the 21st. It's the second week already today. See, see, see. Now, now, now, now, now, you see, I'm confused now because when, when, when I called last week, I was ready to make a payment and she said I didn't need to make now, and now- Okay. Let me- ... I gotta make two. But, but you know what? That's okay. Let me explain you that. No, no, let me explain you that. You did called us on the 11th, Friday the 11th. That week ended on the 13th. Uh-uh-uh. Let, let, hold, hold on a minute. Let, let me, let me... L- I- I- let, let me look at my calendar so, so, so I can follow you. Sure, yeah. Okay. You said, you, you s... you, you said I call you on the, on the 11th? On the 11th, yes. That was a Friday. Right, that's correct. That that's why- So that week ended on the 13th. The week ended on Sunday the 13th. So, the other week- Well, yeah, yo. The other week... Well, why... You know, she should've told me that, to call, to call on Monday. To c... She should, she shou- she should've told me to call on, on Monday and make the payment. That way, I wouldn't owe two weeks. Y- you know what I mean? Okay. I am reading the notes here, and it says that you was told to call the next week. The next week was from the, from the 14th to the 20th, but you're calling the 21st, so that's the second week. Oh, you said... Oh, so, so, so, so, so, so, so I was supposed to call you Friday? Yes, exactly. Yeah, yeah, that's my fault. Yeah. O- okay. I see now. Okay. So, you want to make the payment, right? And then so w- once, once I, I make these two payments, and then, uh, I, I, I will have a coverage up until, till, till May the what? Until the 27th. You will have active coverage until the 27th, which is a Sunday. Uh, the 27th? Yes, sir. That's gonna... The, the, the payment, if you make two weeks payment now, that's gonna cover until next Sunday. And then after that... and then after that, uh... It's all good. After that, you will have to give us a call again at, uh, from the 28th to the 4th, May the 4th, to make the other payment. So, so I will, I will, I will need to ca... to, to call y'all on, on the 28th? No, you will need... Yes, on the 28th or 29th, 31st, 2nd, 3rd, or 4th. Any day that week. And then after that, then I... and then it, it, it'll, it'll end, end on what

date that they... it, it, it'll end in May? Last day in May that you will be able to have active coverage will be, uh, May the 11th. So you will have to make a payment next week, any day, and then the follow week- following week any day. Oh, great. You- All right then. You- I c- Y- Yeah, yeah, go ahead. I'm sorry. Go ahead. Go ahead, I'm sorry. No, I, I, I'm sorry. I was to tell you that you cannot make any more payments after the 11th, May the 11th. Oh. Okay, I cannot make any more after May 11th. Yes. Oh, oh, oh. And now for me to, for me to accept your payment today, I will have to, uh, cancel the short-term disability. Oh yeah, yeah, yeah. Cancel that. I, I, I don't need that anymore. Okay. So, um, may I put you on hold just for a minute while I make the cancellation and come back with you to take the payment? Okay. Okay. So you're gonna make the two weeks payment. Is that correct? Uh, yes. Okay. So I'll be right back with you, sir. Yes, ma'am. Please don't disconnect the call. Okay, thank you. Thank you. I, I, oh, I won't. Thank you. Thank you. Hello? Hello? Hello? Hello, who's that? This is a rob, rob, rob, drug dealer, drug dealer. Go now. Hello, Mr. James? H- Hello? Thank you for waiting, sir. Thank you very much. Our system was extremely slow, I'm sorry about that. That's okay. Okay, Mr. James, one more- Le- le- le- Yeah, yeah, let me ask you, um, y- y- you know, why, why can't I just make, make that, make all three payments? That, th- then, that, that'll, that'll cover, cover, cover me o- on the 28th. I, I would love to be able to, uh, receive any future payments, but the system does not allow us. It only let us- Oh, right. ... receive old payments or current payments, but not future payments. Oh, oh, I got you. Yeah, I'm- Okay. ... sorry about that. N- no, no, that's okay. Okay, Mr. Smith, I'm ready for the card number. The payment is going to be \$85.40. Uh, that's going to cover the two weeks and you're going to have active coverage until April the, um, the 27th. And, um, that went down like \$8 because of the short-term dis- disability removal. So, so now if I was to go, go, go see the doctor o- on the, on the 28th, I'm not going to be covered? You're correct, sir. Wow. Mm-hmm. All right then, so... Huh? Just remember- What do you- ... the, the, the coverage is weekly. Oh, okay. So yeah, I, oh, oh, okay. Okay- Huh? ... um, so I'm, I'm ready to take the, the card number. Okay, it's, um, 4342-5700-5810-2733. Okay, let me repeat that for you. 4342570058102733. Good. You got it. Yes, that's it. Okay. And the, the CBC number or the security code? 642. 642. And the expiration date? 0429. Okay, sir? So- And how much, h- how much is that? That was 80... Okay, give me a minute. I'll tell you. It was 84... \$85.40. We already- 80... ... sent you an email with the confirmation number. O- O- O- O- Okay, okay, cool. Okay, so remember, your coverage is active until this coming Sunday. O- O- Okay then, thank you so much. You're more than welcome. Other than that, Mr. Smith, is there anything else that I can help you with? Uh, n- n- no, no, that'll be all. Appreciate it. Oh, all right, sir. So thank you for calling Benefits in a Card. Wish you too have a wonderful day, sir. Yes, ma'am. Bye-bye. Mm-hmm. Bye-bye. Thank you. Mm-hmm.