

Transcript: Sara

Marulanda-6752248444141568-6100346027032576

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sarah, yes, yes. Um, um, my, my name is James, James, um, James, James Smith. Hello, Mr. Smith. How may I help you? Well, well, I, um, oh, um, I'm, I'm, I, um, uh, I am no, no, no, no, no longer working for MAU, but, but I understand that, uh, she said, y'all said that I can make, make a payment over the phone and, and, and keep my insurance for four more weeks. Yes, sir. That's correct. Let me check your account. May I have the last four digits of your Social Security number, please? 9-0-1-6. Thank you very much. Yes. And, uh, just for security purposes, can you please verify your address and date of birth? 3800 East North Street, Apartment 20, Greenville, South Carolina. And my date of birth is 12/10/1957. And is your email JamesSmithg56 at gmail.com? T, uh, T.G. Yes. Yeah, yeah, yeah. T as in to, G as in go. T.G., yes. Yes. Yes, ma'am. My mistake. Yes. Yes, yes. And is your phone number 864-325-6010? Yes, that's me. Okay, so, yes, if you're no longer with MAU, we can accept direct payments, but we will have to cancel the short-term disability. That one will not be under the payment. You will have no more, uh, short-term disability coverage. Great. Great. Okay, so you want to make a pay... Well, this week, this week is still active. Um, if you still have one more pay to come in, you're going to be active next week. No. If you don't, you will have to give us a call back next week to make the payment. So, so, so I need to make a payment, uh, n- n- n- n- next week then? Yes, sir. Next week. This week is okay. It is active. O- you know, no, that's great. So, so, so, so then on the, uh... Well, well, so, so it, it, it'll cancel on May the, what? The, May the, the 5th? Well, what I can see from here is that, uh, you're still active this current week. But I cannot tell you about next week until, uh, we get to the next week and see if you, if we receive another payment or not from the, from the company. Oh. O- o- oh, oh, oh, oh, oh, oh, oh, okay, cool. All right, I'll call you next week and then try to, and, and see if I can make another payment, make a payment. Sure, sir. If next week there is no payment, no, no deduction from your paycheck, we, we can accept your, uh, direct payment. Oh. Yeah, yeah. Fantastic. Thank you so much. I appreciate it. You're more than welcome. Have a wonderful day, and thank you for calling Benefits in a Card. Thank you. Bye-bye. You're welcome. Bye. Bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sarah, yes, yes. Um, um, my, my name is James, James, um, James, James Smith. Hello, Mr. Smith. How may I help you? Well, well, I, um, oh, um, I'm, I'm, I, um, uh, I am no, no, no, no, no longer working for MAU, but, but I understand that, uh, she said, y'all said

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