

Transcript: VICTORIA

Taylor-5110296774393856-6213434297237504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi. Good morning, Victoria. My name is Emilio Macias Fumero, and I'm calling because I'm with, uh, Creative Circle and last week, uh, my paycheck was less than the pre- premiums for my benefits, and I wanted to pay, uh, my due, uh, balance this time. Okay. Um, what's the last four of your social? 5762. And, I'm sorry, your first and last name again? Emilio is the first name. E-M-I-L-I-O. Macias, last name. Macias. Fumero. M-A-C-I-A. And second last name is F-U-M-E-R-O. Do you mind, uh, verifying your address and date of birth? Yes. My address is, uh, 1162 Eastern Parkway, Apartment 3, uh, Louisville, Kentucky 40217. And my date of birth is December 2nd, 1987. And then phone number 786-294-5371? That's correct. And then email is gonna be E-M-A-C-I-A-S, as in Frank, @gmail.com? That's correct. Okay. Um, I see that your coverage is currently active this week, and it was active last week, so you don't need to make a payment. Oh, okay. So, I'm just confused because, uh, my time card was only .5 hours, uh, from the week of... Uh, I can log in, but, uh, so, um, my hourly rate is \$57 an hour. I don't know if that, half of that would cover... I don't know how that works. Yeah. I mean, it looks like the deduction was made for the coverage, 'cause like I said, you're active for this week and last week. Oh, okay. So, uh, this week it's gonna be, uh... So, last week was covered. Uh, what about this week, that it was zero on my time card? Should I pay it next week? I- I've... Honestly, it's hard for me to answer that 'cause I don't have access to your payroll, so I, I don't know. But this week- Oh, okay. ... is currently active. So, I don't have anything due? Yeah. Are you currently working this week and expecting a check this week? Uh, yes. Uh, well, not from last week, but this week I'm gonna... I'm expecting to work. Okay. But last week- So- Last week I didn't have anything, so it was zero. Okay. So, every time you receive a paycheck, the deduction that's made is for the following week's coverage. I see. Yeah. Like I said- So, um, yeah. ... you're good to go. You're, you were active last week and you're currently active this week, so there's no need to make a payment. Okay, so I'll call next week in case it's this week, it's next week that I need to make it. If you would like to call us back, yes sir, you can. Oh, okay. Yeah. Is there any way that I can get a call from you in case that I don't get a d- the deduction or I always have to call? Um, I'm... I know we don't make calls. Um, I know some of our clients will send a text message to you. I'm just not too sure if your specific employer does that. So, I would just call us back next week if you're concerned about it. Oh, okay. Yes. I will do that. Yeah. I appreciate your help and, yeah, maybe it's next week that I need to do that. Thank you so much, Victoria. You're welcome. Have a wonderful day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi. Good morning, Victoria. My name is Emilio Macias Fumero, and I'm calling because I'm with, uh, Creative Circle and last week, uh, my paycheck was less than the pre- premiums for my benefits, and I wanted to pay, uh, my due, uh, balance this time.

Speaker speaker_1: Okay. Um, what's the last four of your social?

Speaker speaker_2: 5762.

Speaker speaker_1: And, I'm sorry, your first and last name again?

Speaker speaker_2: Emilio is the first name. E-M-I-L-I-O. Macias, last name. Macias. Fumero. M-A-C-I-A. And second last name is F-U-M-E-R-O.

Speaker speaker_1: Do you mind, uh, verifying your address and date of birth?

Speaker speaker_2: Yes. My address is, uh, 1162 Eastern Parkway, Apartment 3, uh, Louisville, Kentucky 40217. And my date of birth is December 2nd, 1987.

Speaker speaker_1: And then phone number 786-294-5371?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is gonna be E-M-A-C-I-A-S, as in Frank, @gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Um, I see that your coverage is currently active this week, and it was active last week, so you don't need to make a payment.

Speaker speaker_2: Oh, okay. So, I'm just confused because, uh, my time card was only.5 hours, uh, from the week of... Uh, I can log in, but, uh, so, um, my hourly rate is \$57 an hour. I don't know if that, half of that would cover... I don't know how that works.

Speaker speaker_1: Yeah. I mean, it looks like the deduction was made for the coverage, 'cause like I said, you're active for this week and last week.

Speaker speaker_2: Oh, okay. So, uh, this week it's gonna be, uh... So, last week was covered. Uh, what about this week, that it was zero on my time card? Should I pay it next week?

Speaker speaker_1: I- I've... Honestly, it's hard for me to answer that 'cause I don't have access to your payroll, so I, I don't know. But this week-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... is currently active.

Speaker speaker_2: So, I don't have anything due?

Speaker speaker_1: Yeah. Are you currently working this week and expecting a check this week?

Speaker speaker_2: Uh, yes. Uh, well, not from last week, but this week I'm gonna... I'm expecting to work.

Speaker speaker_1: Okay.

Speaker speaker_2: But last week-

Speaker speaker_1: So-

Speaker speaker_2: Last week I didn't have anything, so it was zero.

Speaker speaker_1: Okay. So, every time you receive a paycheck, the deduction that's made is for the following week's coverage.

Speaker speaker_2: I see.

Speaker speaker_1: Yeah. Like I said-

Speaker speaker_2: So, um, yeah.

Speaker speaker_1: ... you're good to go. You're, you were active last week and you're currently active this week, so there's no need to make a payment.

Speaker speaker_2: Okay, so I'll call next week in case it's this week, it's next week that I need to make it.

Speaker speaker_1: If you would like to call us back, yes sir, you can.

Speaker speaker_2: Oh, okay. Yeah. Is there any way that I can get a call from you in case that I don't get a d- the deduction or I always have to call?

Speaker speaker_1: Um, I'm... I know we don't make calls. Um, I know some of our clients will send a text message to you. I'm just not too sure if your specific employer does that. So, I would just call us back next week if you're concerned about it.

Speaker speaker_2: Oh, okay. Yes. I will do that. Yeah. I appreciate your help and, yeah, maybe it's next week that I need to do that. Thank you so much, Victoria.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye.