

Transcript: VICTORIA

Taylor-5416140298174464-4769669940953088

Full Transcript

Thank you for calling... This is Victoria, how can I help you? Y- yes, um, my name is James Smith. I, I, I would, I would like to, uh, m- make my last weekly payment. I, I, I'm w- working for MAU. Well, I was working for MAU. Okay. Um, what is the last four of your Social? 90116. Okay. And do you mind verifying your address and date of birth? 3800 East North Street, Apartment 20, in Greenville, South Carolina, 29615. And then the birth is 12/10/1957. And then phone number 864-325-6010? 6016, yes. And then email is jamesSmithTG56@gmail? Yes. That's me. Okay. Um, so let's see, it would be \$42.70. Yep, yep. And then- This is my last payment, then, then, then, then it's gonna end next week. Wonk, wonk, bummer. Yeah. I know, right? Well, uh, I... My o- my other insurance will be kicking in in 30 days that I gotta... I'm working somewhere else, so, I, I gotta wait about 30 more days and then, then I'll have some more. So I, in- in- in- in- instead of me getting COBRA, COBRA for 30 days, I might just go ahead and wait. Gotcha. All right. So, um, the name on the card that you're paying with, is it just your first and last name that's on it? No, it's, uh, it's, it's my middle initial, James M. Smith. Okay. And would it be, uh, would the billing address be the same address I have on file for you? By... Yeah. All right. And then what is the card number? 4342... 5700... 5810... 2733. And then the, uh, CVC? 642. And then the expiration date. 0429. All righty. So that makes this week active up until the 11th of May. And then, um, as you know, next week it will roll over to COBRA. Oh, oh, oh, you mean it, it roll over to COBRA, which I, I, I don't have to enroll? Well, yeah, I mean, it, it rolls over to COBRA and then if you wanna continue it through COBRA, you will have to contact them directly to continue it. Do you need their phone number? Oh, I, oh, I gotta call. Yeah, yeah, yeah, yeah. Yeah, let, let, let me get a pen. Great. Okay. Oh, I, oh, I, yeah, yeah, I thought I just... I thought I had the, had the c- well, yeah, well, actually, actually, you're right. I, I, I do gotta call them. Yeah. Okay. Let me get, uh, let me get my, my notepad out here. Okay. Well, yeah, yeah. I, I, I might just continue to keep it here until my other insurance kicks in. And, and, and how are you spelling that, COBRA? C-O... It's, uh, yep, C-O and then B-R-A. C-O-B-R-A, COBRA. Okay. What's that number? It is 800-833-Okay. ... 4296. Okay. And, and, and an extension? Uh, you just wanna make sure to hit option one on their prompt system. Option one. Mm-hmm. Okay. Got it. All righty. Was there anything else you might need help with? No, that was it. I appreciate it, y'all. It's good having... It's good being working with y'all for, for a minute. At least I had insurance for a little while. Yes, sir. All right. Thanks so much. You're welcome. You're welcome, have a wonderful day. You too. Bye bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling... This is Victoria, how can I help you?

Speaker speaker_1: Y- yes, um, my name is James Smith. I, I, I would, I would like to, uh, m- make my last weekly payment. I, I, I'm w- working for MAU. Well, I was working for MAU.

Speaker speaker_0: Okay. Um, what is the last four of your Social?

Speaker speaker_1: 90116.

Speaker speaker_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_1: 3800 East North Street, Apartment 20, in Greenville, South Carolina, 29615. And then the birth is 12/10/1957.

Speaker speaker_0: And then phone number 864-325-6010?

Speaker speaker_1: 6016, yes.

Speaker speaker_0: And then email is jamesSmithTG56@gmail?

Speaker speaker_1: Yes. That's me.

Speaker speaker_0: Okay. Um, so let's see, it would be \$42.70.

Speaker speaker_1: Yep, yep.

Speaker speaker_0: And then-

Speaker speaker_1: This is my last payment, then, then, then, then it's gonna end next week. Wonk, wonk, bummer.

Speaker speaker_0: Yeah.

Speaker speaker_1: I know, right? Well, uh, I... My o- my other insurance will be kicking in in 30 days that I gotta... I'm working somewhere else, so, I, I gotta wait about 30 more days and then, then I'll have some more. So I, in- in- in- in- instead of me getting COBRA, COBRA for 30 days, I might just go ahead and wait.

Speaker speaker_0: Gotcha. All right. So, um, the name on the card that you're paying with, is it just your first and last name that's on it?

Speaker speaker_1: No, it's, uh, it's, it's my middle initial, James M. Smith.

Speaker speaker_0: Okay. And would it be, uh, would the billing address be the same address I have on file for you?

Speaker speaker_1: By... Yeah.

Speaker speaker_0: All right. And then what is the card number?

Speaker speaker_1: 4342... 5700... 5810... 2733.

Speaker speaker_0: And then the, uh, CVC?

Speaker speaker_1: 642.

Speaker speaker_0: And then the expiration date.

Speaker speaker_1: 0429.

Speaker speaker_0: All righty. So that makes this week active up until the 11th of May. And then, um, as you know, next week it will roll over to COBRA.

Speaker speaker_1: Oh, oh, oh, you mean it, it roll over to COBRA, which I, I, I don't have to enroll?

Speaker speaker_0: Well, yeah, I mean, it, it rolls over to COBRA and then if you wanna continue it through COBRA, you will have to contact them directly to continue it. Do you need their phone number?

Speaker speaker_1: Oh, I, oh, I gotta call. Yeah, yeah, yeah, yeah. Yeah, let, let, let me get a pen. Great.

Speaker speaker_0: Okay.

Speaker speaker_1: Oh, I, oh, I, yeah, yeah, I thought I just... I thought I had the, had the c-well, yeah, well, actually, actually, you're right. I, I, I do gotta call them.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Let me get, uh, let me get my, my notepad out here.

Speaker speaker_0: Okay.

Speaker speaker_1: Well, yeah, yeah. I, I, I might just continue to keep it here until my other insurance kicks in. And, and, and how are you spelling that, COBRA? C-O...

Speaker speaker_0: It's, uh, yep, C-O and then B-R-A.

Speaker speaker_1: C-O-B-R-A, COBRA. Okay. What's that number?

Speaker speaker_0: It is 800-833-

Speaker speaker_2: Okay.

Speaker speaker_0: ... 4296.

Speaker speaker_2: Okay. And, and, and an extension?

Speaker speaker_0: Uh, you just wanna make sure to hit option one on their prompt system.

Speaker speaker_1: Option one.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Got it.

Speaker speaker_0: All righty. Was there anything else you might need help with?

Speaker speaker_1: No, that was it. I appreciate it, y'all. It's good having... It's good being working with y'all for, for a minute. At least I had insurance for a little while.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thanks so much.

Speaker speaker_0: You're welcome. You're welcome, have a wonderful day.

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: Bye.