

## Transcript: VICTORIA

**Taylor-6648717033291776-5199433175875584**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I was texted yesterday that there was a lapse in coverage with my Benefits on a Card because of issue with payroll deductions. I need to get that clarified. Okay. What's the name of the agency you work for? Uh, the staffing agency or the insurance agency? The staffing agency. It's... it's... it's... I'm sorry, the phone's breaking up. I can barely hear you. Oh, sorry. Uh, BGSF Staffing. Oh, okay. And the last four of your Social? 9018. And your first and last name? Turner Cline, and that's C-L-I-N-E. Okay. Do you mind verifying your address and date of birth? I live at 1201 Braddock Place, Alexandria, Virginia 22314. And sorry, what was the first, uh, question you also asked? Your date of birth. Right. That's 7/16/01. Okay. Phone number 828-460-5669. Yes, ma'am. And then email's going to be first initial, S, your last name... Or I'm sorry, first name, middle initial, last name at gmail.com. And my email is turnercline@gmail.com. Okay. Um, so let's see. So you got a text message about a lapse of coverage, just that right? Yes, ma'am. Okay. So it looks like it's just this week that it's not active because we didn't receive the payroll deduction for it. If you wanted to, you could make a direct payment over the phone with a credit or debit card. Um, otherwise it just wouldn't be active for this week. Gotcha. I can go ahead and make a direct payment now. Okay. Um, so for this week... Well, you pay \$26.15 weekly for the coverage, so it would be \$26.15. Um, and the name on the card that you're paying with, is it just your first and last name? Yes, ma'am. Okay. And then would the billing address be the same address we have on file? Are you there? Uh, yes. Yes, ma'am. Okay. It is the same billing address? It is. Gotcha. And what is the card number? The card number is 515... 67... 678... 394... 7570. Okay. The phone was breaking up. I'm just going to make sure I have that correct. So I have 515-676-783-964-7570. Yes, ma'am. Okay. And the CVC? 972. And, uh, expiration date. 7/29. Alrighty, so that makes this week active, um, up until Sunday, the 3rd. And you should get a receipt sent to your email as well. Perfect, thank you very much. You're welcome. Did you need help with anything else? I'm going... Uh, I'm switching pharmacies, uh, and I don't believe I've been mailed a physical copy of the card. Is there... Am I able to access my insurance information online? Uh, so for the medical ID card you should have been emailed a copy. Have you not received that? No, it said the... I did, but I opened it. It was be- it, uh, it wouldn't let me through because of this lapse in coverage. Okay. It wouldn't let you download the ID card? Yes, ma'am. Hmm, that's weird. Um, I can send you copies of your ID cards to you by email. Uh, perfect, I'd appreciate that. Okay. Give me just a few seconds and I'll be right back. All righty. Thank you so much for holding. So I just sent the ID cards to your email. Let's see. Oop, just got it. And then, uh, did you also already set up your FreeRx account? I don't believe so. Okay. I can send you instructions on how to set that up, um, 'cause the ID card for the FreeRx is actually on the, uh, website once you set up your

account and, um, register. Uh, you should be able to log in and it'll... And the ID card is on your dashboard. Okay. Perfect. So I will send you instructions for that as well to your email. Just open it up. All righty. Was there anything else you might need help with? Nope, that's it. All righty. You have a wonderful day. Thank you. You as well. Thank you. Bye. Bye-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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. I was texted yesterday that there was a lapse in coverage with my Benefits on a Card because of issue with payroll deductions. I need to get that clarified.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Uh, the staffing agency or the insurance agency?

Speaker speaker\_1: The staffing agency.

Speaker speaker\_2: It's... it's... it's...

Speaker speaker\_1: I'm sorry, the phone's breaking up. I can barely hear you.

Speaker speaker\_2: Oh, sorry. Uh, BGSF Staffing.

Speaker speaker\_1: Oh, okay. And the last four of your Social?

Speaker speaker\_2: 9018.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Turner Cline, and that's C-L-I-N-E.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: I live at 1201 Braddock Place, Alexandria, Virginia 22314. And sorry, what was the first, uh, question you also asked?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: Right. That's 7/16/01.

Speaker speaker\_1: Okay. Phone number 828-460-5669.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email's going to be first initial, S, your last name... Or I'm sorry, first name, middle initial, last name at gmail.com.

Speaker speaker\_2: And my email is turnercline@gmail.com.

Speaker speaker\_1: Okay. Um, so let's see. So you got a text message about a lapse of coverage, just that right?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So it looks like it's just this week that it's not active because we didn't receive the payroll deduction for it. If you wanted to, you could make a direct payment over the phone with a credit or debit card. Um, otherwise it just wouldn't be active for this week.

Speaker speaker\_2: Gotcha. I can go ahead and make a direct payment now.

Speaker speaker\_1: Okay. Um, so for this week... Well, you pay \$26.15 weekly for the coverage, so it would be \$26.15. Um, and the name on the card that you're paying with, is it just your first and last name?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And then would the billing address be the same address we have on file? Are you there?

Speaker speaker\_2: Uh, yes. Yes, ma'am.

Speaker speaker\_1: Okay. It is the same billing address?

Speaker speaker\_2: It is.

Speaker speaker\_1: Gotcha. And what is the card number?

Speaker speaker\_2: The card number is 515... 67... 678... 394... 7570.

Speaker speaker\_1: Okay. The phone was breaking up. I'm just going to make sure I have that correct. So I have 515-676-783-964-7570.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And the CVC?

Speaker speaker\_2: 972.

Speaker speaker\_1: And, uh, expiration date.

Speaker speaker\_2: 7/29.

Speaker speaker\_1: Alrighty, so that makes this week active, um, up until Sunday, the 3rd. And you should get a receipt sent to your email as well.

Speaker speaker\_2: Perfect, thank you very much.

Speaker speaker\_1: You're welcome. Did you need help with anything else?

Speaker speaker\_2: I'm going... Uh, I'm switching pharmacies, uh, and I don't believe I've been mailed a physical copy of the card. Is there... Am I able to access my insurance information online?

Speaker speaker\_1: Uh, so for the medical ID card you should have been emailed a copy. Have you not received that?

Speaker speaker\_2: No, it said the... I did, but I opened it. It was be- it, uh, it wouldn't let me through because of this lapse in coverage.

Speaker speaker\_1: Okay. It wouldn't let you download the ID card?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Hmm, that's weird. Um, I can send you copies of your ID cards to you by email.

Speaker speaker\_2: Uh, perfect, I'd appreciate that.

Speaker speaker\_1: Okay. Give me just a few seconds and I'll be right back. All righty. Thank you so much for holding. So I just sent the ID cards to your email.

Speaker speaker\_3: Let's see. Oop, just got it.

Speaker speaker\_1: And then, uh, did you also already set up your FreeRx account?

Speaker speaker\_3: I don't believe so.

Speaker speaker\_1: Okay. I can send you instructions on how to set that up, um, 'cause the ID card for the FreeRx is actually on the, uh, website once you set up your account and, um, register. Uh, you should be able to log in and it'll... And the ID card is on your dashboard.

Speaker speaker\_3: Okay. Perfect.

Speaker speaker\_1: So I will send you instructions for that as well to your email.

Speaker speaker\_3: Just open it up.

Speaker speaker\_1: All righty. Was there anything else you might need help with?

Speaker speaker\_3: Nope, that's it.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_3: Thank you. You as well.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: Bye.

Speaker speaker\_1: Bye-bye.