

## Transcript: Chris Sofield

(deactivated)-6194917362679808-5629672084783104

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? I would like to pay- make a payment. Okay. What staffing company do you work with? BGSF. And the last four of your Social? 9889. Thank you. Your first and last name? David Wyler. All right. Mr. Wyler, could you verify your address and date of birth, please? 1980 West 131 Street Place, Westminster, Colorado, 80234, 10/21/66. Thank you. Phone on- uh, phone number on file of 303-862-1863, is that correct? Correct. All right, one moment. All right, payment today will be \$18.55. Is the payment card in your name, Mr. Wyler? Yes, sir. Okay. And is West 130, uh, 131st Place the, uh, the billing address? Correct. Okay. Can I make two payments on there? Uh, no, you can only- I'm actually caught up with my hard money. Um, so we- we show, it looks like, the only week that's currently left is this week, so this week is the only week you need to pay for. Oh, okay. Can I pay for another week, though, just in case? Because I... Um, no, sir. Our system does not allow future payments. Okay. You can only make- Okay. ... present or past payments. Okay. All right, is the payment card... Uh, so let's see here. Go ahead with that card number. Uh, okay. The numbers are worn off. Hang on. Five... Oh, fuck. Oh, 4342- Yeah. ... 5640 5060 6387. Thank you. The expiration date? Hmm. Hmm. 9/8/26. 8/26 or 9/26? Oh, hang on, hang on, hang on. Six. No, wait. No, no, five, 5/26, 'cause the new numbers are small. Hmm. Okay, and the security code? 938. Thank you. All right, payment was successful. You should be receiving a receipt via email shortly. Was there anything else? Hmm. Um, yeah. Can, um, hmm, can anything be changed in my coverage or no, is it passed? The only thing you're allowed to do at this time is cancel your coverage. You, you're not- Oh. ... able to- to add anything on. Okay. It just seems like I'm paying a lot, you know what I mean? For, I mean, I don't know, I don't know. It seems, it just seems... I haven't- I've never used it though, you know what I mean? I'm still- I need to use it, I'm just saying, it seems like it's a lot, but I hope it's really good coverage when I do. No, hey. Oh, yeah, who does- who does handle the- the benefits end? The, uh- Like, For smok- Do you mean, like, the actual coverage portion of it? Right. The... Yeah, the actual insurance company is called American Public Life. Okay, yeah. Okay, I saw their paperwork. Okay. All right, anything else? No. No, that'll be it. Thank you very much. You're welcome. Thanks for calling and have a good day. Thank you. Okay. Okay. Phew. Phew.

### 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 Chris. How can I help you today?

Speaker speaker\_2: I would like to pay- make a payment.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: BGSF.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9889.

Speaker speaker\_1: Thank you. Your first and last name?

Speaker speaker\_2: David Wyler.

Speaker speaker\_1: All right. Mr. Wyler, could you verify your address and date of birth, please?

Speaker speaker\_2: 1980 West 131 Street Place, Westminster, Colorado, 80234, 10/21/66.

Speaker speaker\_1: Thank you. Phone on- uh, phone number on file of 303-862-1863, is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right, one moment. All right, payment today will be \$18.55. Is the payment card in your name, Mr. Wyler?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. And is West 130, uh, 131st Place the, uh, the billing address?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Can I make two payments on there?

Speaker speaker\_1: Uh, no, you can only-

Speaker speaker\_2: I'm actually caught up with my hard money.

Speaker speaker\_1: Um, so we- we show, it looks like, the only week that's currently left is this week, so this week is the only week you need to pay for.

Speaker speaker\_2: Oh, okay. Can I pay for another week, though, just in case? Because I...

Speaker speaker\_1: Um, no, sir. Our system does not allow future payments.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You can only make-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... present or past payments.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, is the payment card... Uh, so let's see here. Go ahead with that card number.

Speaker speaker\_2: Uh, okay. The numbers are worn off. Hang on. Five... Oh, fuck. Oh, 4342-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... 5640 5060 6387.

Speaker speaker\_1: Thank you. The expiration date?

Speaker speaker\_2: Hmm. Hmm. 9/8/26.

Speaker speaker\_1: 8/26 or 9/26?

Speaker speaker\_2: Oh, hang on, hang on, hang on. Six. No, wait. No, no, five, 5/26, 'cause the new numbers are small. Hmm.

Speaker speaker\_1: Okay, and the security code?

Speaker speaker\_2: 938.

Speaker speaker\_1: Thank you. All right, payment was successful. You should be receiving a receipt via email shortly. Was there anything else?

Speaker speaker\_2: Hmm. Um, yeah. Can, um, hmm, can anything be changed in my coverage or no, is it passed?

Speaker speaker\_1: The only thing you're allowed to do at this time is cancel your coverage. You, you're not-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... able to- to add anything on.

Speaker speaker\_2: Okay. It just seems like I'm paying a lot, you know what I mean? For, I mean, I don't know, I don't know. It seems, it just seems... I haven't- I've never used it though, you know what I mean? I'm still- I need to use it, I'm just saying, it seems like it's a lot, but I hope it's really good coverage when I do. No, hey. Oh, yeah, who does- who does handle the- the benefits end?

Speaker speaker\_1: The, uh-

Speaker speaker\_2: Like,

Speaker speaker\_3: For smok-

Speaker speaker\_1: Do you mean, like, the actual coverage portion of it?

Speaker speaker\_2: Right.

Speaker speaker\_1: The... Yeah, the actual insurance company is called American Public Life.

Speaker speaker\_2: Okay, yeah. Okay, I saw their paperwork. Okay.

Speaker speaker\_1: All right, anything else?

Speaker speaker\_2: No. No, that'll be it. Thank you very much.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: Thank you. Okay. Okay. Phew. Phew.