

## Transcript: Estefania

**Acevedo-5550007042654208-6627878796476416**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? I got a message from y'all saying I've missed a payment, uh, I guess through my HG Staffing or whatever. Okay. Um, what does the message say? Um... One second. "There's a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC." And he gave me y'all's number. Okay. Um, what's the staffing agency that you work for? Um, HG Staffing. Okay. And then, what are the last four numbers of your social? 7227. I haven't been working for two weeks because I'm, uh, kind of out there on medical leave but I didn't hurt myself at work, I hurt myself at home. Oh. I hurt my back- Oh no. ... and I can't come back till the 14th of this month so I was working with Bond Alumium, uh, but I can't come back till the 14th so that's probably why it didn't pay it but I can pay it with my debit card to keep it going if I have to. Okay. Gotcha. Okay, yeah. Um, what's your first and last name, sir? Michael Hensley. Okay. Thank you. And for security purposes, I do need you to verify, um, your address as well as your date of birth. 261 Rarick Lane, R-A-R-I-C-K Lane, Gainesboro, Tennessee. Birthday is July 12th, 1977. Okay. Is your phone number the 615-927-8422? Yep. And I have michaelhensley96@gmail.com as an email on file. Is that still up to date? Yep. Yes, ma'am. Yeah, and it, and it looks like you did receive that message because we didn't receive that, um, payment for the week of the- Mm-hmm. ... 4th to the 10th and, um, the 11th. Well, uh- Um, do you want to go ahead and- Go ahead. Yes, sir. Um, did you want to go ahead and make that payment? Yeah. Uh, can I do it with my debit card? Yes, sir. Sure. All right. Give me one second. I don't even know how much the payment is. I haven't checked yet. It's \$5.34. Oh, yeah. Okay. Give me one second. Sorry, my computer's being slow. I can pay up, uh, another extra week if I can do that if, if that would help. So I'm not allowed to take future payments. That's not really something- Okay. That's fine. No problem. You would have to call, like, um, Monday. I'll just pay whatever but it'll keep me up because, like I said, that's supposed to go back like the 14th or 15th, something like that. Okay. So, I'm guessing it's going to be for the cardholder name. Is it just your first and last name? It's m- Yep. Just my first and last name. Michael W. Hensley on my card. Okay. And then, what would be the billing address? 261 Rarick Lane, uh, Gainesboro, Tennessee. The... My address that I, I got on there. Okay. And then the zip code was 38562? Yep. Okay. And then what is that credit card number? If you could, give me four numbers at a time. Sure. 4432- Mm-hmm. ... 6464- Okay. ... 9786... 9909. Okay. Thank you. And then what was that security code? Um, you mean the secur- 292. Expiration date? 3-29. Okay. And then is the email on file a good email to send that, um, receipt page? Yeah. Okay? Yeah. All right, so your total would be \$5.34 for the week from the 4th to the 10th for you have, um, active coverage. Okay? Okay. I just want to keep it going 'til I get back to work. Let me make sure I got those right numbers. Was it 4432-64-

Hang on there. Let me get my card back up. Okay. Yeah, 4432. Mm-hmm. 6464... 9786... 9909. Okay. And then that code was 292? Mm-hmm. And then 03/2009? 29. 29. Okay. I went ahead and processed that for you so you should be receiving that email address- Okay. ... for your receipt. Okay? Um, so you're all covered. I don't know if you have any more questions. So you should have active coverage for your dental and then your term life, which was- Okay. ... \$5.34. All right. Uh, that's good. I should be returning, like, between 15th or 16th. Uh, they called me, uh, because I've got something going on with my back right now but, I mean, I'm glad you called me and sent me this because I want to make sure my coverage keeps going on. Yes, sir. Okay. Well, thank you. Is there anything else? No, sir. That was it. Thank you for your time. All right. I hope you have a great day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: I got a message from y'all saying I've missed a payment, uh, I guess through my HG Staffing or whatever.

Speaker speaker\_0: Okay. Um, what does the message say?

Speaker speaker\_1: Um... One second. "There's a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC." And he gave me y'all's number.

Speaker speaker\_0: Okay. Um, what's the staffing agency that you work for?

Speaker speaker\_1: Um, HG Staffing.

Speaker speaker\_0: Okay. And then, what are the last four numbers of your social?

Speaker speaker\_1: 7227. I haven't been working for two weeks because I'm, uh, kind of out there on medical leave but I didn't hurt myself at work, I hurt myself at home.

Speaker speaker\_0: Oh.

Speaker speaker\_1: I hurt my back-

Speaker speaker\_0: Oh no.

Speaker speaker\_1: ... and I can't come back till the 14th of this month so I was working with Bond Alumium, uh, but I can't come back till the 14th so that's probably why it didn't pay it but I can pay it with my debit card to keep it going if I have to.

Speaker speaker\_0: Okay. Gotcha. Okay, yeah. Um, what's your first and last name, sir?

Speaker speaker\_1: Michael Hensley.

Speaker speaker\_0: Okay. Thank you. And for security purposes, I do need you to verify, um, your address as well as your date of birth.

Speaker speaker\_1: 261 Rarick Lane, R-A-R-I-C-K Lane, Gainesboro, Tennessee. Birthday is July 12th, 1977.

Speaker speaker\_0: Okay. Is your phone number the 615-927-8422?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And I have michaelhensley96@gmail.com as an email on file. Is that still up to date?

Speaker speaker\_1: Yep. Yes, ma'am.

Speaker speaker\_0: Yeah, and it, and it looks like you did receive that message because we didn't receive that, um, payment for the week of the-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 4th to the 10th and, um, the 11th.

Speaker speaker\_1: Well, uh-

Speaker speaker\_0: Um, do you want to go ahead and-

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: Yes, sir. Um, did you want to go ahead and make that payment?

Speaker speaker\_1: Yeah. Uh, can I do it with my debit card?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Sure.

Speaker speaker\_0: All right. Give me one second.

Speaker speaker\_1: I don't even know how much the payment is. I haven't checked yet.

Speaker speaker\_0: It's \$5.34.

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_0: Okay. Give me one second. Sorry, my computer's being slow.

Speaker speaker\_1: I can pay up, uh, another extra week if I can do that if, if that would help.

Speaker speaker\_0: So I'm not allowed to take future payments. That's not really something-

Speaker speaker\_1: Okay. That's fine. No problem.

Speaker speaker\_0: You would have to call, like, um, Monday.

Speaker speaker\_1: I'll just pay whatever but it'll keep me up because, like I said, that's supposed to go back like the 14th or 15th, something like that.

Speaker speaker\_0: Okay. So, I'm guessing it's going to be for the cardholder name. Is it just your first and last name?

Speaker speaker\_1: It's m- Yep. Just my first and last name. Michael W. Hensley on my card.

Speaker speaker\_0: Okay. And then, what would be the billing address?

Speaker speaker\_1: 261 Rarick Lane, uh, Gainesboro, Tennessee. The... My address that I, I got on there.

Speaker speaker\_0: Okay. And then the zip code was 38562?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. And then what is that credit card number? If you could, give me four numbers at a time.

Speaker speaker\_1: Sure. 4432-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 6464-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... 9786... 9909.

Speaker speaker\_0: Okay. Thank you. And then what was that security code?

Speaker speaker\_1: Um, you mean the secur- 292.

Speaker speaker\_0: Expiration date?

Speaker speaker\_1: 3-29.

Speaker speaker\_0: Okay. And then is the email on file a good email to send that, um, receipt page?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, so your total would be \$5.34 for the week from the 4th to the 10th for you have, um, active coverage. Okay?

Speaker speaker\_1: Okay. I just want to keep it going 'til I get back to work.

Speaker speaker\_0: Let me make sure I got those right numbers. Was it 4432-64-

Speaker speaker\_1: Hang on there. Let me get my card back up.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, 4432.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 6464... 9786... 9909.

Speaker speaker\_0: Okay. And then that code was 292?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then 03/2009?

Speaker speaker\_1: 29.

Speaker speaker\_0: 29. Okay. I went ahead and processed that for you so you should be receiving that email address-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... for your receipt. Okay? Um, so you're all covered. I don't know if you have any more questions. So you should have active coverage for your dental and then your term life, which was-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... \$5.34.

Speaker speaker\_1: All right. Uh, that's good. I should be returning, like, between 15th or 16th. Uh, they called me, uh, because I've got something going on with my back right now but, I mean, I'm glad you called me and sent me this because I want to make sure my coverage keeps going on.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Well, thank you. Is there anything else?

Speaker speaker\_0: No, sir. That was it. Thank you for your time.

Speaker speaker\_1: All right.

Speaker speaker\_0: I hope you have a great day.

Speaker speaker\_1: You too.