

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you? Hello, Mrs. Stephanie. Uh, I was told that I had a, a missed payment for a coverage. I'm wondering which coverage would that be? Mm-hmm. And from what, like what policy? Yeah, I can check for what week it was. Um, what staffing agency are you working with? HSS. And then, what are the last four of your social? 9388. And then, your first and last names? Anthony Demenin. Hansel. Um, can you please verify your address and date of birth for security purposes? Yeah. Date of birth is 12/20/91. 6247 Lamar Drive, 3244 is the address. And then, what's that city and state? Jacksonville, Florida. Thank you. Then, I have 904-5, 450-3834 as your phone number. Yeah. And hotstuffonsite@gmail.com as your, as your email? Yeah. Okay. So yeah, it looks like you received that message because we didn't receive a payment for this week. Um, so for this week, you currently don't have active coverage. Oh, okay, okay, okay. Yeah. All right. My, my, um, my manager told me. Okay, I'm sorry. I just forgot. It's okay. Um, did you wanna pay it or did you just wanna leave that one unact... without coverage for this week? Yeah, I'll, I'll have to leave it 'cause I haven't received a paycheck. Oh, gotcha. Okay, yeah, that's fine. Yeah, so that's why you got that, um, text message. Anytime you get any of those, it's usually because we didn't receive a payment for a certain week, so they just send you that as a reminder. Okay, okay. Thank you then. Thank you so much, Stephanie. Have a good one. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello, Mrs. Stephanie. Uh, I was told that I had a, a missed payment for a coverage. I'm wondering which coverage would that be?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And from what, like what policy?

Speaker speaker_0: Yeah, I can check for what week it was. Um, what staffing agency are you working with?

Speaker speaker_1: HSS.

Speaker speaker_0: And then, what are the last four of your social?

Speaker speaker_1: 9388.

Speaker speaker_0: And then, your first and last names?

Speaker speaker_1: Anthony Demenin. Hansel.

Speaker speaker_0: Um, can you please verify your address and date of birth for security purposes?

Speaker speaker_1: Yeah. Date of birth is 12/20/91. 6247 Lamar Drive, 3244 is the address.

Speaker speaker_0: And then, what's that city and state?

Speaker speaker_1: Jacksonville, Florida.

Speaker speaker_0: Thank you. Then, I have 904-5, 450-3834 as your phone number.

Speaker speaker_1: Yeah.

Speaker speaker_0: And hotstuffonsite@gmail.com as your, as your email?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So yeah, it looks like you received that message because we didn't receive a payment for this week. Um, so for this week, you currently don't have active coverage.

Speaker speaker_1: Oh, okay, okay, okay. Yeah. All right. My, my, um, my manager told me. Okay, I'm sorry. I just forgot.

Speaker speaker_0: It's okay. Um, did you wanna pay it or did you just wanna leave that one unact... without coverage for this week?

Speaker speaker_1: Yeah, I'll, I'll have to leave it 'cause I haven't received a paycheck.

Speaker speaker_0: Oh, gotcha. Okay, yeah, that's fine. Yeah, so that's why you got that, um, text message. Anytime you get any of those, it's usually because we didn't receive a payment for a certain week, so they just send you that as a reminder.

Speaker speaker_1: Okay, okay. Thank you then. Thank you so much, Stephanie. Have a good one.

Speaker speaker_0: Thank you. You too.