

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I got a notification of a lapse of coverage. And I think I just owe a payment. I'd like to make that payment, please. Okay. Um, what staffing agency do you work for? Um, BG Staffing. And then what is the last four of your Social? 3028. Okay, thank you. Mm-hmm. And your first and last name? Jillian Sarkisi. For security purposes, can you verify your address and your date of birth? Mm-hmm. There's, um, probably one of the two addresses. It's either 48 Hyde Street in William McMath or, um, 12254 Wynnefield Lake Circle in Jacksonville, Florida. Okay. And then my birthday, 10-23-95. Thank you. 781-789-8443 your phone number. Yes, ma'am. And then I have jm, your last name, @comcast.net. Is that correct? That is correct. Okay. And then did you want to pay, um, this week? Yes, please. Okay. All right. All right. And then did you want to pay the \$27.92? Um, can I just do... Yeah, \$27.92. That's like the dental, the, all my selections. Yes, ma'am. That's for, um, for your... actually give me one second. Let me verify. Mm-hmm. Yeah, that's for your FreeRx, your dental and your VIP Classic. Okay, sure. Okay. And then is it gonna be the same information that's on your file for the address, the 48 Hyde Street? Um, no. So, I'm... That was my mailing address. My physical residence isn't, is in Florida. Okay. What's that address? It's 12254 Wynnefield, W-Y-N-N-F-I-E-L-D. A new word, Lakes Circle. That's Jacksonville. Florida 32246. Okay, thank you. Mm-hmm. All right. And then is it the same, um, name on, on the card that we have on file? Yes, it's my name. Yep. Okay. And the zip code is 32246? 32246? Correct. Okay. And then I'm ready for the card number. Okay. It is 44006644 21672263. Thank you. And then what was that security code? 245. And the expiration date? 05-26. And is the email for the receipt still jm, last name, @comcast.net? Yes, ma'am. Okay. And then do you allow me to make the payment of \$27.92 for this week? I do. Okay, thank you. You're welcome. And then you should be receiving that email as well for your receipt. Okay. And that payment- Sounds good. ... has been made. So you're, you have, um, coverage for this week. Okay, great. And then, um, I... Can you remind me of the day that my coverage officially expires? I believe it's the 17th. Uh, let me check real quick. So one, two... Yes, I believe it is the 17th. I just needed to make sure. So it's by the fifth- Yeah. ... um, Friday that they don't get a deduction specifically out of your paycheck. So yeah, I do believe it's, it's the 17th. 17th. Okay, so next week I can call for insurance to pay for next week as well, correct? Yes, because, um- Okay. ... they wouldn't be able to make that deduction out of your paycheck 'cause it looks like- Right. ... since the 20th, they weren't able to. Yes. I've been- Yeah, I, I- ... on leave with BG Staffing and then started a new job. And my... I think I, I think I spoke to you the other time regarding this. Okay. Now that I'm seeing your file. I thought so. I thought it was you. Yeah. Yeah, so by- I thought so. ... the fifth week though, they don't get a deduction. It gets canceled out. Yeah. Okay. Um, but you do have coverage for this week since you made a direct

deposit. Awesome. All right. Yeah, I have like a three-day window between my new insurance and my old insurance, my new insurance. So just trying to like make sure everything's lining up correctly. Yes, ma'am. All right. All right, so I'm going to receive a call. Did you have any questions? Yes, ma'am. No, I'll- And then if- I'll give you a call back here. And if you want... Yeah. Correct. Okay, have a nice day. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. I got a notification of a lapse of coverage. And I think I just owe a payment. I'd like to make that payment, please.

Speaker speaker\_0: Okay. Um, what staffing agency do you work for?

Speaker speaker\_1: Um, BG Staffing.

Speaker speaker\_0: And then what is the last four of your Social?

Speaker speaker\_1: 3028.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jillian Sarkisi.

Speaker speaker\_0: For security purposes, can you verify your address and your date of birth?

Speaker speaker\_1: Mm-hmm. There's, um, probably one of the two addresses. It's either 48 Hyde Street in William McMath or, um, 12254 Wynnefield Lake Circle in Jacksonville, Florida.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then my birthday, 10-23-95.

Speaker speaker\_0: Thank you. 781-789-8443 your phone number.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have jm, your last name, @comcast.net. Is that correct?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. And then did you want to pay, um, this week?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay. All right.

Speaker speaker\_1: All right.

Speaker speaker\_0: And then did you want to pay the \$27.92?

Speaker speaker\_1: Um, can I just do... Yeah, \$27.92. That's like the dental, the, all my selections.

Speaker speaker\_0: Yes, ma'am. That's for, um, for your... actually give me one second. Let me verify.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Yeah, that's for your FreeRx, your dental and your VIP Classic.

Speaker speaker\_1: Okay, sure.

Speaker speaker\_0: Okay. And then is it gonna be the same information that's on your file for the address, the 48 Hyde Street?

Speaker speaker\_1: Um, no. So, I'm... That was my mailing address. My physical residence isn't, is in Florida.

Speaker speaker\_0: Okay. What's that address?

Speaker speaker\_1: It's 12254 Wynnefield, W-Y-N-N-F-I-E-L-D. A new word, Lakes Circle. That's Jacksonville. Florida 32246.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. And then is it the same, um, name on, on the card that we have on file?

Speaker speaker\_1: Yes, it's my name. Yep.

Speaker speaker\_0: Okay. And the zip code is 32246? 32246?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. And then I'm ready for the card number.

Speaker speaker\_1: Okay. It is 44006644 21672263.

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

Speaker speaker\_1: 245.

Speaker speaker\_0: And the expiration date?

Speaker speaker\_1: 05-26.

Speaker speaker\_0: And is the email for the receipt still jm, last name, @comcast.net?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then do you allow me to make the payment of \$27.92 for this week?

Speaker speaker\_1: I do.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: And then you should be receiving that email as well for your receipt.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And that payment-

Speaker speaker\_1: Sounds good.

Speaker speaker\_0: ... has been made. So you're, you have, um, coverage for this week.

Speaker speaker\_1: Okay, great. And then, um, I... Can you remind me of the day that my coverage officially expires? I believe it's the 17th.

Speaker speaker\_0: Uh, let me check real quick. So one, two... Yes, I believe it is the 17th. I just needed to make sure. So it's by the fifth-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... um, Friday that they don't get a deduction specifically out of your paycheck. So yeah, I do believe it's, it's the 17th.

Speaker speaker\_1: 17th. Okay, so next week I can call for insurance to pay for next week as well, correct?

Speaker speaker\_0: Yes, because, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... they wouldn't be able to make that deduction out of your paycheck 'cause it looks like-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... since the 20th, they weren't able to.

Speaker speaker\_1: Yes. I've been-

Speaker speaker\_0: Yeah, I, I-

Speaker speaker\_1: ... on leave with BG Staffing and then started a new job. And my...

Speaker speaker\_0: I think I, I think I spoke to you the other time regarding this.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now that I'm seeing your file.

Speaker speaker\_1: I thought so. I thought it was you.

Speaker speaker\_0: Yeah. Yeah, so by-

Speaker speaker\_1: I thought so.

Speaker speaker\_0: ... the fifth week though, they don't get a deduction. It gets canceled out.

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_0: Um, but you do have coverage for this week since you made a direct deposit.

Speaker speaker\_1: Awesome. All right. Yeah, I have like a three-day window between my new insurance and my old insurance, my new insurance. So just trying to like make sure everything's lining up correctly.

Speaker speaker\_0: Yes, ma'am. All right.

Speaker speaker\_1: All right, so I'm going to receive a call.

Speaker speaker\_0: Did you have any questions? Yes, ma'am.

Speaker speaker\_1: No, I'll-

Speaker speaker\_0: And then if-

Speaker speaker\_1: I'll give you a call back here.

Speaker speaker\_0: And if you want... Yeah. Correct. Okay, have a nice day.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Bye-bye.