

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Beneficina Car. My name is Francesca. How can I assist you today? Uh, good morning. My name is Shawanda Bussey. And I was calling because, um, I had got a text message saying that my insurance had lapsed. Yes, ma'am, it could be that there was not a payment received for your shopping company, so they were just advising you that for that week you didn't have coverage. Okay, so, um, am I covered now? I just wanted to make sure. I'll have to take a look into your account. What shopping company do you work with? Uh, TRT. What is the last four of your Social? 3973. And your last name, please? Bussey. For security purposes, can you please verify your mailing address and your date of birth? Mm-hmm. My mailing address is 6653 Oak Hill Pass, Airborn, Georgia 30213. And can I use my email address? Yes, ma'am. Uh, shawandabussey@gmail.com. And your date of birth, please? Oh, um, 09/13/90. We have here, that's for a number 229-308-5287. Mm-hmm, that's correct. No, ma'am. It shows that currently we still have not received payment for this week. The latest that we usually receive payments are Wednesdays, after Wednesday or on Wednesday is when the system sends out that text message due to that. Um, but I can't confirm if it's just that your payment itself could just be on its way, or it will be processed today, tomo-... today later on, tomorrow, or Wednesday. It all depends on when we receive it. Okay, yeah. 'Cause I know we were off for, like, two weeks and, um, so we didn't get paid, but, um, we have started back work, you know, after the new year. And, uh, I think, well, our first check was, like, last Tuesday, but we do get another check this upcoming week. Understood. So once you receive that payment, more than likely following Monday will be when coverage becomes effective again. Okay, so I don't need to send you guys anything? Y'all just want to take it off my check like it's been proc-... h- like it has been processed, right? Yes, ma'am. That is correct. Okay. And then unless you're gonna be making or utilizing any of the services that would usually be covered under one of your plans- Mm-hmm. ... there is no obligation to make payment unless you want to make payment for that week. Got you. Okay. All right. Well, that's all I... the questions that I had. All right. I do hope you have a wonderful rest of your day, and thank you for calling Beneficina Car. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Beneficina Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, good morning. My name is Shawanda Bussey. And I was calling because, um, I had got a text message saying that my insurance had lapsed.

Speaker speaker_1: Yes, ma'am, it could be that there was not a payment received for your shopping company, so they were just advising you that for that week you didn't have coverage.

Speaker speaker_2: Okay, so, um, am I covered now? I just wanted to make sure.

Speaker speaker_1: I'll have to take a look into your account. What shopping company do you work with?

Speaker speaker_2: Uh, TRT.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: 3973.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Bussey.

Speaker speaker_1: For security purposes, can you please verify your mailing address and your date of birth?

Speaker speaker_2: Mm-hmm. My mailing address is 6653 Oak Hill Pass, Airborn, Georgia 30213. And can I use my email address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Uh, shawandabussey@gmail.com.

Speaker speaker_1: And your date of birth, please?

Speaker speaker_2: Oh, um, 09/13/90.

Speaker speaker_1: We have here, that's for a number 229-308-5287.

Speaker speaker_2: Mm-hmm, that's correct.

Speaker speaker_1: No, ma'am. It shows that currently we still have not received payment for this week. The latest that we usually receive payments are Wednesdays, after Wednesday or on Wednesday is when the system sends out that text message due to that. Um, but I can't confirm if it's just that your payment itself could just be on its way, or it will be processed today, tomo-... today later on, tomorrow, or Wednesday. It all depends on when we receive it.

Speaker speaker_2: Okay, yeah. 'Cause I know we were off for, like, two weeks and, um, so we didn't get paid, but, um, we have started back work, you know, after the new year. And, uh, I think, well, our first check was, like, last Tuesday, but we do get another check this upcoming week.

Speaker speaker_1: Understood. So once you receive that payment, more than likely following Monday will be when coverage becomes effective again.

Speaker speaker_2: Okay, so I don't need to send you guys anything? Y'all just want to take it off my check like it's been proc-... h- like it has been processed, right?

Speaker speaker_1: Yes, ma'am. That is correct.

Speaker speaker_2: Okay.

Speaker speaker_1: And then unless you're gonna be making or utilizing any of the services that would usually be covered under one of your plans-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... there is no obligation to make payment unless you want to make payment for that week.

Speaker speaker_2: Got you. Okay. All right. Well, that's all I... the questions that I had.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day, and thank you for calling Beneficina Car.

Speaker speaker_2: Thank you.