

Transcript: Justin

Mills-4963189502951424-6421735969046528

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Oh, hi, Justin. I just received your notification. I wasn't between a, the sign up, um, uh, I, I think due date, and, uh, you sent me a text message that there is a large, uh, due date in my coverage, something like that. Um, yeah. And- So that text message you received was just a courtesy reminder from your employer, um, letting you know you're not active in the benefits offered through them, so you had, you can make a direct payment if you wanted to. Uh, okay. So I'm not covered right now? That what you're saying? Correct. I mean, I can verify that if, um, I can pull your file for you. Uh, okay. If you don't mind, please. Yeah. So BG Staffing, what's the last four of your social? Uh, 9108. And for security purposes could you verify your home address including city, state and zip code? Yes. 5267 East Ocean Boulevard, uh, Long Beach, California 90803. And confirm your date of birth for me. October 8, 1966. And a good telephone number I have is 424-230-2830. Uh, 424-230-2830, yes, that's correct. And the email I have is your last name first name @gmail.com? Yes, that's right. Okay, so, yes, so looking at the file, you did receive that text message- Mm-hmm. ... due to the fact that BG Staffing didn't make a deduction on you. So you're not active in their benefits, like the group accident, dental, term life and vision. Okay. Okay. Did you want to- So- ... make a direct payment to become active again? Uh, let me see how much is the payment. Uh, \$9.19. Yes, please. Okay, so let me go ahead and get- I do- ... that direct payment set up for you. And just to confirm, the same address we have on file is the same as your billing address? Yes, that's correct. Okay. 90803, okay. And what's the credit card number? Oh, just give me one second, I have to, um... Just give me one minute. Oh, not opening. Um, yes, uh, give me five minutes, I'm gonna find my card. Okay. With my, my iPhone. Sorry it's not working. Need to call this now, just give me one second. If you're ready. Yes, I'm ready. Uh, 4833160297969260. Is that 9260? Yes, that's correct. Okay. And what's the expiration date? 10/29. And the CVC number? 993. 993, okay. I'm about to go ahead and process the direct payment of \$9.19. Okay, and that would, uh, uh, get me back to my coverage, is that correct? Correct, yes, ma'am. Thank you. Okay, so payment was successful. Is there anything else I could assist you with today? Uh, I think that's okay. Have wond- You have a wonderful day, okay? I'm sorry? Said, "You have a wonderful day, okay?" O- okay, thank you. All right, bye-bye. Have a great day. It's a bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Oh, hi, Justin. I just received your notification. I wasn't between a, the sign up, um, uh, I, I think due date, and, uh, you sent me a text message that there is a large, uh, due date in my coverage, something like that.

Speaker speaker_0: Um, yeah.

Speaker speaker_1: And-

Speaker speaker_0: So that text message you received was just a courtesy reminder from your employer, um, letting you know you're not active in the benefits offered through them, so you had, you can make a direct payment if you wanted to.

Speaker speaker_1: Uh, okay. So I'm not covered right now? That what you're saying?

Speaker speaker_0: Correct. I mean, I can verify that if, um, I can pull your file for you.

Speaker speaker_1: Uh, okay. If you don't mind, please.

Speaker speaker_0: Yeah. So BG Staffing, what's the last four of your social?

Speaker speaker_1: Uh, 9108.

Speaker speaker_0: And for security purposes could you verify your home address including city, state and zip code?

Speaker speaker_1: Yes. 5267 East Ocean Boulevard, uh, Long Beach, California 90803.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: October 8, 1966.

Speaker speaker_0: And a good telephone number I have is 424-230-2830.

Speaker speaker_1: Uh, 424-230-2830, yes, that's correct.

Speaker speaker_0: And the email I have is your last name first name @gmail.com?

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: Okay, so, yes, so looking at the file, you did receive that text message-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... due to the fact that BG Staffing didn't make a deduction on you. So you're not active in their benefits, like the group accident, dental, term life and vision.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Did you want to-

Speaker speaker_1: So-

Speaker speaker_0: ... make a direct payment to become active again?

Speaker speaker_1: Uh, let me see how much is the payment.

Speaker speaker_0: Uh, \$9.19.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay, so let me go ahead and get-

Speaker speaker_1: I do-

Speaker speaker_0: ... that direct payment set up for you. And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. 90803, okay. And what's the credit card number?

Speaker speaker_1: Oh, just give me one second, I have to, um... Just give me one minute. Oh, not opening. Um, yes, uh, give me five minutes, I'm gonna find my card.

Speaker speaker_0: Okay.

Speaker speaker_1: With my, my iPhone. Sorry it's not working. Need to call this now, just give me one second. If you're ready.

Speaker speaker_0: Yes, I'm ready.

Speaker speaker_1: Uh, 4833160297969260.

Speaker speaker_0: Is that 9260?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. And what's the expiration date?

Speaker speaker_1: 10/29.

Speaker speaker_0: And the CVC number?

Speaker speaker_1: 993.

Speaker speaker_0: 993, okay. I'm about to go ahead and process the direct payment of \$9.19.

Speaker speaker_1: Okay, and that would, uh, uh, get me back to my coverage, is that correct?

Speaker speaker_0: Correct, yes, ma'am.

Speaker speaker_1: Thank you.

Speaker speaker_0: Okay, so payment was successful. Is there anything else I could assist you with today?

Speaker speaker_1: Uh, I think that's okay.

Speaker speaker_0: Have wond- You have a wonderful day, okay?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Said, "You have a wonderful day, okay?"

Speaker speaker_1: O- okay, thank you.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Have a great day. It's a bye-bye.