

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi, Justin. Um, my name is Roxanne Barsomiu. Um, I called and spoke with, um, Sarah on the 9th, and I was actually just following up w- to find out... So, I had to call to add a beneficiary because apparently, that didn't transfer. They didn't put it in. Mm-hmm. Is there any way that you can look my account up with my Social Security number? Yeah. Um, what's that staffing agency you work for? Uh, Workforce Str- Strategies... WSI. And the last four of your Social? 4710. And for security purposes, could you verify your home address, including city, state and zip code, Roxanne? Uh, 58695 Silver Grass Avenue, Matawan, Michigan 49071. And confirm your date of birth. 4/23/68. And I guess the other phone number has 547-8682? Correct. And the email I have is wales9653@gmail.com? Correct. Okay, so I am seeing Roxanne Swank and Dabia, Dabia Wilson as the beneficiaries? Right. Well, when I spoke with Sarah on the 9th, um, we, we went over it. That wasn't my concern. Mm-hmm. She said... So, so she... I clarified the coverage was just four or \$5,000 policy, but she said that it would be effective once they received payment and apparently, there was some kind of investigation because, um, I- like, I, I know that you guys took over the account compared to what it was. Sure. But anyways, I hadn't heard anything and I wanted to verify whether or not you guys received payment if the investigation was done, because I'm getting ready to go meet with the staffing company, so I can find out. Because when I talked with her on the 9th, I currently wasn't covered until you guys received payment, even though the staffing company takes out weekly for that. And so I'm just verifying... Trying to verify whether or not you guys received payment. Um, yeah. So looking at the calendar, you did become active in the coverage as of April 14th, um, and you are currently active in the coverage this week as well, so everything did square away. Um, honestly- Okay. ... I don't know, um, why you weren't... w- um, weren't aware of it, um, or why Sarah didn't reach back out to you. Um- She, she could... She could have reached out. My, my phone is set up s- somehow it's programmed that if the number that someone calls from isn't, isn't programmed in, it sends it- Mm-hmm. ... directly to voice mail. Um, and, and my voicemail is messed up. So that's why I'm following up, because I thought she could have tried to call me and I just didn't know one of the numbers was her, because, because, um, I didn't have anything programmed in for Sarah. Yes. Totally understand. Like I had this, this number programmed in, but, uh, she had tried calling me from a different line. I just wanted to verify and make sure that you guys have received payment because they take it out before I go meet with them. Because if they... If you hadn't received payment, then I was gonna try to find... get to the bottom of why you hadn't received payment, if that makes sense. I totally understand. Um, but yes, ma'am. We have received payment. Um, you did, like I said, become active in the coverage as of April 14th, and you are currently active in the coverage for this week as well. Okay. Okay. What was your name again? I'm sorry, sir. My name is

Justin. All right. Well, thank you very much for your time. I appreciate your help, huh. You're welcome. You have a great day, okay, Roxanne? You too. Thank you. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Um, my name is Roxanne Barsomiu. Um, I called and spoke with, um, Sarah on the 9th, and I was actually just following up w- to find out... So, I had to call to add a beneficiary because apparently, that didn't transfer. They didn't put it in.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Is there any way that you can look my account up with my Social Security number?

Speaker speaker_0: Yeah. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, Workforce Str- Strategies... WSI.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4710.

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

Speaker speaker_1: Uh, 58695 Silver Grass Avenue, Matawan, Michigan 49071.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 4/23/'68.

Speaker speaker_0: And I guess the other phone number has 547-8682?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is wales9653@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so I am seeing Roxanne Swank and Dabia, Dabia Wilson as the beneficiaries?

Speaker speaker_1: Right. Well, when I spoke with Sarah on the 9th, um, we, we went over it. That wasn't my concern.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: She said... So, so she... I clarified the coverage was just four or \$5,000 policy, but she said that it would be effective once they received payment and apparently, there was some kind of investigation because, um, I- like, I, I know that you guys took over the account compared to what it was.

Speaker speaker_0: Sure.

Speaker speaker_1: But anyways, I hadn't heard anything and I wanted to verify whether or not you guys received payment if the investigation was done, because I'm getting ready to go meet with the staffing company, so I can find out. Because when I talked with her on the 9th, I currently wasn't covered until you guys received payment, even though the staffing company takes out weekly for that. And so I'm just verifying... Trying to verify whether or not you guys received payment.

Speaker speaker_0: Um, yeah. So looking at the calendar, you did become active in the coverage as of April 14th, um, and you are currently active in the coverage this week as well, so everything did square away. Um, honestly-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I don't know, um, why you weren't... w- um, weren't aware of it, um, or why Sarah didn't reach back out to you. Um-

Speaker speaker_1: She, she could... She could have reached out. My, my phone is set up s- somehow it's programmed that if the number that someone calls from isn't, isn't programmed in, it sends it-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... directly to voice mail. Um, and, and my voicemail is messed up. So that's why I'm following up, because I thought she could have tried to call me and I just didn't know one of the numbers was her, because, because, um, I didn't have anything programmed in for Sarah.

Speaker speaker_0: Yes. Totally understand.

Speaker speaker_1: Like I had this, this number programmed in, but, uh, she had tried calling me from a different line. I just wanted to verify and make sure that you guys have received payment because they take it out before I go meet with them. Because if they... If you hadn't received payment, then I was gonna try to find... get to the bottom of why you hadn't received payment, if that makes sense.

Speaker speaker_0: I totally understand. Um, but yes, ma'am. We have received payment. Um, you did, like I said, become active in the coverage as of April 14th, and you are currently active in the coverage for this week as well.

Speaker speaker_1: Okay. Okay. What was your name again? I'm sorry, sir.

Speaker speaker_0: My name is Justin.

Speaker speaker_1: All right. Well, thank you very much for your time. I appreciate your help, huh.

Speaker speaker_0: You're welcome. You have a great day, okay, Roxanne?

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: All right. Bye-bye.