

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Good morning, Justin. It's Alicia at APL. Hope you're doing well. All right. How are you? I have... I'm doing good. H- hump day, isn't it? Yeah. Please tell me it's at least Wednesday, okay. It is Wednesday. Wonderful. I have a Mr. Louis Solismora on the line with MAU. He's calling, he has been out of work, and he's trying to figure out, you know, when he goes back to work can he catch up on his, um, payments or what he can do. Okay. Um, what's the last four of his Social Security number? You know, so as far as social or anything. I knew you were gonna ask that. Last four of Social is 6238. And Louis Solismora you said? That's right. That's right. Okay. And I verified his information. Let's see here. You can go ahead and transfer him over. All right. Well, Justin, let me get him on the line and I hope you have a wonderful day. One moment please. You- you do the same, okay? Thank you. Mm-hmm. Mr. Louis, I do have Justin on the line. He's going to assist you further, and I hope you have a wonderful day. Thank you. You have a good one. You're welcome. Thank you. Bye-bye. Good morning, Mr. Louis. How are you doing today? Doing good. Doing good. How about yourself? I'm doing well. Um, so Alicia from APL informed me that you wanted to see if you could catch up and make, uh, become active in the coverage again through MAU. Is that correct? Yeah. Um, see, I gotta go back to work, I think April the 1st. All depends on what the doctor say today or tomorrow. Uh, but I need to know when was the last day when I was covered by, uh, by, uh, by the insurance. I gotta go back- ... anyway. I mean, I'm, I've been working for MAU for five years already, so I'm in four years, but, uh, I would like to, um, uh, see what I do right now is trying to see if I can collect some money for the time I was off. I was out of the job, and they asked me about when, when was the last day when I was, uh, covered before I stopped work. When was the last day? Okay. Um, could you confirm your date of birth for me real quick? 11/30/1962. Okay. Um, so let's see. So, checking the calendar, it looks like your last day of active coverage was March 16th of 2025. However, you do have the option to make a direct payment for last weekend, this week, for you to become current in the coverage again, if need be. No, when I go back, we- you know, like when I say I go, I gotta go back, um, April the 1st, which is I think next Thursday. So, so when I go back, they start just count me back again for my check? Yes, sir. Um, so that'll... Yes, sir. Deductions will pick up like normal. Um, but like I said, the last day of active coverage- Yes. ... was March 16th. Okay? March the 16th. I got it. I got it. All right, sir. Thank you so much for all your help. You're welcome. You have a great day. Okay? Same to you, sir. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning, Justin. It's Alicia at APL. Hope you're doing well.

Speaker speaker_0: All right. How are you?

Speaker speaker_1: I have... I'm doing good. H- hump day, isn't it?

Speaker speaker_0: Yeah.

Speaker speaker_1: Please tell me it's at least Wednesday, okay.

Speaker speaker_0: It is Wednesday.

Speaker speaker_1: Wonderful. I have a Mr. Louis Solismora on the line with MAU. He's calling, he has been out of work, and he's trying to figure out, you know, when he goes back to work can he catch up on his, um, payments or what he can do.

Speaker speaker_0: Okay. Um, what's the last four of his Social Security number?

Speaker speaker_1: You know, so as far as social or anything. I knew you were gonna ask that. Last four of Social is 6238.

Speaker speaker_0: And Louis Solismora you said?

Speaker speaker_1: That's right. That's right.

Speaker speaker_0: Okay.

Speaker speaker_1: And I verified his information.

Speaker speaker_0: Let's see here. You can go ahead and transfer him over.

Speaker speaker_1: All right. Well, Justin, let me get him on the line and I hope you have a wonderful day. One moment please.

Speaker speaker_0: You- you do the same, okay?

Speaker speaker_1: Thank you. Mm-hmm. Mr. Louis, I do have Justin on the line. He's going to assist you further, and I hope you have a wonderful day.

Speaker speaker_2: Thank you. You have a good one.

Speaker speaker_1: You're welcome. Thank you. Bye-bye.

Speaker speaker_0: Good morning, Mr. Louis. How are you doing today?

Speaker speaker_2: Doing good. Doing good. How about yourself?

Speaker speaker_0: I'm doing well. Um, so Alicia from APL informed me that you wanted to see if you could catch up and make, uh, become active in the coverage again through MAU. Is that correct?

Speaker speaker_2: Yeah. Um, see, I gotta go back to work, I think April the 1st. All depends on what the doctor say today or tomorrow. Uh, but I need to know when was the last day when I was covered by, uh, by, uh, by the insurance. I gotta go back- ... anyway. I mean, I'm, I've been working for MAU for five years already, so I'm in four years, but, uh, I would like to, um, uh, see what I do right now is trying to see if I can collect some money for the time I was off. I was out of the job, and they asked me about when, when was the last day when I was, uh, covered before I stopped work. When was the last day?

Speaker speaker_0: Okay. Um, could you confirm your date of birth for me real quick?

Speaker speaker_2: 11/30/1962.

Speaker speaker_0: Okay. Um, so let's see. So, checking the calendar, it looks like your last day of active coverage was March 16th of 2025. However, you do have the option to make a direct payment for last weekend, this week, for you to become current in the coverage again, if need be.

Speaker speaker_2: No, when I go back, we- you know, like when I say I go, I gotta go back, um, April the 1st, which is I think next Thursday. So, so when I go back, they start just count me back again for my check?

Speaker speaker_0: Yes, sir. Um, so that'll... Yes, sir. Deductions will pick up like normal. Um, but like I said, the last day of active coverage-

Speaker speaker_2: Yes.

Speaker speaker_0: ... was March 16th. Okay?

Speaker speaker_2: March the 16th. I got it. I got it. All right, sir. Thank you so much for all your help.

Speaker speaker_0: You're welcome. You have a great day. Okay?

Speaker speaker_2: Same to you, sir. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.