

## Transcript: Justin

**Mills-5613681764515840-6002022808862720**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I work for Actiforce and I activated to get Benefits and a Card, and y'all really got this all messed up- Okay. ... because y'all have it under my husband's name, Raymond Sharp, and it's supposed to be under my name with my spouse being Raymond Sharp. I don't even see me nowheres on the website. Uh, well, let me check on that. You still have my phone number. Let me check on that for you. What's... So Actiforce, what's the last four of your social? Uh, it is 6725. And for security purposes, could you verify your home address, including city, state and zip code, Christy? Mm-hmm. PO Box 789, Hampton, Tennessee 37658. And your date of birth? It is 9/9/1964. And a good telephone number have as 337-380-1010? Yes, sir. And the email I have cdl82082@yahoo? Yes, sir. Okay. Um, so looking at the files, checking under the Dependents tab, it looks like Raymond Sharp is listed as your dependent for a spouse. Okay. So when I'm on it, it says member Raymond Sharp. When I go to My Account, it says Raymond Sharp, his birthday, female, then they... you have my number, my email, my address. And on Dependents, when I press on Dependents, they telling me that I ask... So on the website, it doesn't show as, as the, as me. Christy Sharp dependent is, you know, spouse is Raymond Sharp. Okay. Um, so let's see. So what I'll go ahead and do, I'll email my IT department, let them know what exactly is going on and have them look into it. And then once I do receive word back re- regarding that information from my IT department, I can give you a call back, letting you know if it was fixed. Okay. And my other question is, where is the insurance card? Um, well, looking at the calendar, you did become active in the coverage as of this past Monday. So you should be receiving physical ID cards early next week. Early next week. So I do have insurance. That's what I want to make sure. Correct. Correct. You are currently active, yes. Okay. Because I have to... Well, 'cause I have to pay for my COBRA, which is yay high by the 1st. So my other question to you, I didn't go to work this week because I was ill. I was in the hospital. And I don't have a paycheck this week. So what... Are y'all gonna take that \$100 off of my next paycheck when I go to work? 'Cause I will be going back to work Sunday. Um, I'll be back to work. Um, well, if you don't receive... It's... Yeah. So if you don't receive a paycheck this week, you can call in on Monday of next week to make a direct payment. Um, the only reason why you would cannot come up- Oh, so I can pay directly? Okay. Correct. Pay... Yeah, because that's this week. So I get my thing... Yeah. So I can call in Monday. I think that's the 3rd, right? That's correct. Yeah. Already in March. Hmm. That's fast. So do I call this one 800 number back? Yes, ma'am. To make a direct payment, yes, ma'am. Yeah, because I want to make sure, since I had to be put in the hospital this past week, this week, I wanted to make sure I had insurance before I cancel the other one. I totally understand, but like I said- Yeah. ... you did become active as of this past Monday, the 24th. Okay? So active on the 24th. And it's \$100.75, right, for the payment? Correct. And then af-

after I make this Monday payment, 'cause I know I didn't go to work this week, um, then it goes back to normal where y'all just take it out my check? Correct. Yes, ma'am. Correct. Correct. Okay. So did... Uh, I'll get my cards in the mail and you find out which all the on the website, because he, he actually got a check, and I don't see his number nowhere on the website so I don't know how y'all got his number. Um, I was... Well, that, that's more of my... for my IT department to look into. I wouldn't know anything un- until my IT department gets back with me. Okay. Yeah, 'cause I want to make sure all the... uh, my accounts and everything gets corrected so... 'Cause I got to see doctors after this. I need to make sure everything's right, so when I go on the website to find a doctor, you know- I totally understand. ... I just want to be sure. I totally understand. All righty. So, uh, Justin, thank you so much for your help and time. And like I said, once I do receive word back, I'll give you a call back. Okay, Christy? Okay. Thank you so much. Bye. You're welcome. You have a great day. Mm-hmm. Bye. Okay. So I'm going to have to pay that. \$100 on the 3rd. Okay. That's good.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. I work for Actiforce and I activated to get Benefits and a Card, and y'all really got this all messed up-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... because y'all have it under my husband's name, Raymond Sharp, and it's supposed to be under my name with my spouse being Raymond Sharp. I don't even see me nowheres on the website.

Speaker speaker\_0: Uh, well, let me check on that.

Speaker speaker\_1: You still have my phone number.

Speaker speaker\_0: Let me check on that for you. What's... So Actiforce, what's the last four of your social?

Speaker speaker\_1: Uh, it is 6725.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Christy?

Speaker speaker\_1: Mm-hmm. PO Box 789, Hampton, Tennessee 37658.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: It is 9/9/1964.

Speaker speaker\_0: And a good telephone number have as 337-380-1010?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have cdl82082@yahoo?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Um, so looking at the files, checking under the Dependents tab, it looks like Raymond Sharp is listed as your dependent for a spouse.

Speaker speaker\_1: Okay. So when I'm on it, it says member Raymond Sharp. When I go to My Account, it says Raymond Sharp, his birthday, female, then they... you have my number, my email, my address. And on Dependents, when I press on Dependents, they telling me that I ask... So on the website, it doesn't show as, as the, as me. Christy Sharp dependent is, you know, spouse is Raymond Sharp.

Speaker speaker\_0: Okay. Um, so let's see. So what I'll go ahead and do, I'll email my IT department, let them know what exactly is going on and have them look into it. And then once I do receive word back re- regarding that information from my IT department, I can give you a call back, letting you know if it was fixed.

Speaker speaker\_1: Okay. And my other question is, where is the insurance card?

Speaker speaker\_0: Um, well, looking at the calendar, you did become active in the coverage as of this past Monday. So you should be receiving physical ID cards early next week.

Speaker speaker\_1: Early next week. So I do have insurance. That's what I want to make sure.

Speaker speaker\_0: Correct. Correct. You are currently active, yes.

Speaker speaker\_1: Okay. Because I have to... Well, 'cause I have to pay for my COBRA, which is yay high by the 1st. So my other question to you, I didn't go to work this week because I was ill. I was in the hospital. And I don't have a paycheck this week. So what... Are y'all gonna take that \$100 off of my next paycheck when I go to work? 'Cause I will be going back to work Sunday. Um, I'll be back to work.

Speaker speaker\_0: Um, well, if you don't receive... It's... Yeah. So if you don't receive a paycheck this week, you can call in on Monday of next week to make a direct payment. Um, the only reason why you would cannot come up-

Speaker speaker\_1: Oh, so I can pay directly? Okay.

Speaker speaker\_0: Correct.

Speaker speaker\_1: Pay... Yeah, because that's this week. So I get my thing... Yeah. So I can call in Monday. I think that's the 3rd, right?

Speaker speaker\_0: That's correct.

Speaker speaker\_1: Yeah. Already in March. Hmm. That's fast. So do I call this one 800 number back?

Speaker speaker\_0: Yes, ma'am. To make a direct payment, yes, ma'am.

Speaker speaker\_1: Yeah, because I want to make sure, since I had to be put in the hospital this past week, this week, I wanted to make sure I had insurance before I cancel the other one.

Speaker speaker\_0: I totally understand, but like I said-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... you did become active as of this past Monday, the 24th. Okay?

Speaker speaker\_1: So active on the 24th. And it's \$100.75, right, for the payment?

Speaker speaker\_0: Correct.

Speaker speaker\_1: And then af- after I make this Monday payment, 'cause I know I didn't go to work this week, um, then it goes back to normal where y'all just take it out my check?

Speaker speaker\_0: Correct. Yes, ma'am.

Speaker speaker\_1: Correct. Correct. Okay. So did... Uh, I'll get my cards in the mail and you find out which all the on the website, because he, he actually got a check, and I don't see his number nowhere on the website so I don't know how y'all got his number.

Speaker speaker\_0: Um, I was... Well, that, that's more of my... for my IT department to look into. I wouldn't know anything un- until my IT department gets back with me.

Speaker speaker\_1: Okay. Yeah, 'cause I want to make sure all the... uh, my accounts and everything gets corrected so... 'Cause I got to see doctors after this. I need to make sure everything's right, so when I go on the website to find a doctor, you know-

Speaker speaker\_0: I totally understand.

Speaker speaker\_1: ... I just want to be sure.

Speaker speaker\_0: I totally understand.

Speaker speaker\_1: All righty. So, uh, Justin, thank you so much for your help and time.

Speaker speaker\_0: And like I said, once I do receive word back, I'll give you a call back. Okay, Christy?

Speaker speaker\_1: Okay. Thank you so much. Bye.

Speaker speaker\_0: You're welcome. You have a great day.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Bye.

Speaker speaker\_1: Okay. So I'm going to have to pay that. \$100 on the 3rd. Okay. That's good.