

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, Justin? Yes. How can I help you today? Or, or Jus- Justin. Yes. I'm calling 'cause I got an email from you guys- ... um, about you guys needed some more information, uh, about my kids for the insurance 'cause you- it looks like, uh, you guys took them off and just left me on there. But, uh, I need to have them on there per court order. So... Yes. We were probably trying to obtain dependent information. Um, what's that staffing agency you work for? I work for GHG, Global Healthcare... Group. Is that through a staffing agency? Yes. Uh, let's see. Let me see if that's on my latest list. I've never heard of GHG. Or, uh, maybe Nor Staffing. Okay, so Nor Staffing. Okay. Nor... And the last four of your social? 0606. 0606. And what was your first and last name again? I'm sorry. Benjamin Rodriguez. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Benjamin? Yeah, that's no problem. Uh, my home address is... You there? Yeah, I'm still here. I'm listening. All right. It is 1731 Howie Avenue, Number 510, and that's Sacramento, California 95825. And your date of birth? 6-4-1978. And a good telephone number has 360-488-3270? That is correct. And the email has 78brodriguez@gmail.com? Yes, sir. Okay, so let's see here. So yes, sir, checking no history. I do see there was a, um, CLM which is, uh, yeah, CLM, missing dependent information. Um, so let me go ahead and obtain that. Bear with me one second. Tsk, tsk, tsk, tshh. And then, what's the first child's name? The first child is, uh, Benjamin, uh, Rodriguez Junior. Rodriguez Junior. And his social? Um, I don't have their socials with me. Um, the court sent over, the State of Washington sent over all the information to you guys to have that mandated. So, I don't have any of that with me here. Okay. Um, so I can put in zeros as a placeholder for now, um, but until we receive that information, maybe our, uh, data entry team will go back in and update that. Um, what's the- Okay. ... what's Benjamin's date of birth? I'm sorry, you're, you're, you're breaking up. I'm sorry. What's Benjamin's date of birth? Oh, um, 11, uh, s- oh, shit. You're asking me, of course, all these questions. Sorry. It's, um, let me grab that off my scanner here. It's, uh, da ta dum... it is 11... 16, I think is right. Sorry, I'm bad with this stuff. I've, I'd, I hardly get to see my kids so it's kind of like really... All right. So birth day, correct? That's what you wanted? Yes, sir. And this should be right here. Uh, it is November 16th, 2010. 2010, okay. And then... my other son. Yeah, the other child's first name? Ach- Achilles Phoenix Rodriguez. Spell Achille for me. A-C-H-I-L-L-E-S. Yes, okay. Do you need his middle name? Phoenix, right? Yes. F-E-N-I-X. Phoenix, okay. Zeros as the placeholder for the social. And what's, uh, his date of birth? December 19th, 2011. 2011, okay. And is there another child that needs to be added down, or no? No, that's it. Okay. Um, so if the court did send over that information to us, like I said, we're just waiting for our, uh, data entry team to go through that information. And then once that information is received by us, I do know that the socials will be updated in our system. Um- Okay. ... but we did pass it

down to the coverage. So, like I said, we're just waiting for that information to be sent to us, um- Okay. ... or for that. Um, but other than that, is there anything else that I can assist you with today, Benjamin? Um, no. So you're, oh, say, so, uh, what I'm, maybe you can explain this, maybe you just did and I just didn't, uh, quite get it. So the, the court sent over this like a year and a half ago, maybe two years ago, that it's mandated throughout until they turn 18. So, um, would they have to send over a new one? Would, uh, basically the child support services need to send over a new one or- Um... ... is that with, do, like... I'm, I'm thinking that they would- So- ... since Nor Staffing is one of our new clients. Um, so maybe Nor Staffing may sent that in- send that information to us. I'm not 100% sure on that. Um, but I'm thinking that the court would possibly have to resend it just because Nor is a new client of ours at Benefits and a Card. Okay. Okay. Um, so if I can obtain it, then I can just call you guys and put it in there? Yes, sir. Okay. All right. All right. Is there anything else I can assist you with today? No, sir. That's great. And I can call you guys back any time, Monday through Friday? Correct. Yes, sir. All right. Uh, Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard, okay? Okay. All right. Well, thank you so much. Aw. I appreciate it. You're welcome. You have a great day, okay? Thank you. You, too. All right. Bye-bye. Bye-bye.

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: Uh, Justin?

Speaker speaker_0: Yes. How can I help you today?

Speaker speaker_1: Or, or Jus- Justin. Yes. I'm calling 'cause I got an email from you guys- ... um, about you guys needed some more information, uh, about my kids for the insurance 'cause you- it looks like, uh, you guys took them off and just left me on there. But, uh, I need to have them on there per court order. So...

Speaker speaker_0: Yes. We were probably trying to obtain dependent information. Um, what's that staffing agency you work for?

Speaker speaker_1: I work for GHG, Global Healthcare... Group.

Speaker speaker_0: Is that through a staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: Uh, let's see. Let me see if that's on my latest list. I've never heard of GHG.

Speaker speaker_1: Or, uh, maybe Nor Staffing.

Speaker speaker_0: Okay, so Nor Staffing. Okay. Nor... And the last four of your social?

Speaker speaker_1: 0606.

Speaker speaker_0: 0606. And what was your first and last name again? I'm sorry.

Speaker speaker_1: Benjamin Rodriguez.

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

Speaker speaker_1: Yeah, that's no problem. Uh, my home address is... You there?

Speaker speaker_0: Yeah, I'm still here. I'm listening.

Speaker speaker_1: All right. It is 1731 Howie Avenue, Number 510, and that's Sacramento, California 95825.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 6-4-1978.

Speaker speaker_0: And a good telephone number has 360-488-3270?

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email has 78brodriguez@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. So yes, sir, checking no history. I do see there was a, um, CLM which is, uh, yeah, CLM, missing dependent information. Um, so let me go ahead and obtain that. Bear with me one second. Tsk, tsk, tsk, tshh. And then, what's the first child's name?

Speaker speaker_1: The first child is, uh, Benjamin, uh, Rodriguez Junior.

Speaker speaker_0: Rodriguez Junior. And his social?

Speaker speaker_1: Um, I don't have their socials with me. Um, the court sent over, the State of Washington sent over all the information to you guys to have that mandated. So, I don't have any of that with me here.

Speaker speaker_0: Okay. Um, so I can put in zeros as a placeholder for now, um, but until we receive that information, maybe our, uh, data entry team will go back in and update that. Um, what's the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what's Benjamin's date of birth?

Speaker speaker_1: I'm sorry, you're, you're, you're breaking up. I'm sorry.

Speaker speaker_0: What's Benjamin's date of birth?

Speaker speaker_1: Oh, um, 11, uh, s- oh, shit. You're asking me, of course, all these questions. Sorry. It's, um, let me grab that off my scanner here. It's, uh, da ta dum... it is 11... 16, I think is right. Sorry, I'm bad with this stuff. I've, I'd, I hardly get to see my kids so it's kind

of like really... All right. So birth day, correct? That's what you wanted?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And this should be right here. Uh, it is November 16th, 2010.

Speaker speaker_0: 2010, okay.

Speaker speaker_1: And then... my other son.

Speaker speaker_0: Yeah, the other child's first name?

Speaker speaker_1: Ach- Achilles Phoenix Rodriguez.

Speaker speaker_0: Spell Achille for me.

Speaker speaker_1: A-C-H-I-L-L-E-S.

Speaker speaker_0: Yes, okay.

Speaker speaker_1: Do you need his middle name?

Speaker speaker_0: Phoenix, right?

Speaker speaker_1: Yes. F-E-N-I-X.

Speaker speaker_0: Phoenix, okay. Zeros as the placeholder for the social. And what's, uh, his date of birth?

Speaker speaker_1: December 19th, 2011.

Speaker speaker_0: 2011, okay. And is there another child that needs to be added down, or no?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Okay. Um, so if the court did send over that information to us, like I said, we're just waiting for our, uh, data entry team to go through that information. And then once that information is received by us, I do know that the socials will be updated in our system. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but we did pass it down to the coverage. So, like I said, we're just waiting for that information to be sent to us, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... or for

Speaker speaker_2: that. Um, but other than that, is there anything else that I can assist you with today, Benjamin?

Speaker speaker_1: Um, no. So you're, oh, say, so, uh, what I'm, maybe you can explain this, maybe you just did and I just didn't, uh, quite get it. So the, the court sent over this like a year

and a half ago, maybe two years ago, that it's mandated throughout until they turn 18. So, um, would they have to send over a new one? Would, uh, basically the child support services need to send over a new one or-

Speaker speaker_0: Um...

Speaker speaker_1: ... is that with, do, like...

Speaker speaker_0: I'm, I'm thinking that they would-

Speaker speaker_1: So-

Speaker speaker_0: ... since Nor Staffing is one of our new clients. Um, so maybe Nor Staffing may sent that in- send that information to us. I'm not 100% sure on that. Um, but I'm thinking that the court would possibly have to resend it just because Nor is a new client of ours at Benefits and a Card.

Speaker speaker_1: Okay. Okay. Um, so if I can obtain it, then I can just call you guys and put it in there?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. All right. All right.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: No, sir. That's great. And I can call you guys back any time, Monday through Friday?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: All right.

Speaker speaker_0: Uh, Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard, okay?

Speaker speaker_1: Okay. All right. Well, thank you so much.

Speaker speaker_0: Aw.

Speaker speaker_1: I appreciate it.

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

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: All right.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.