

Transcript: Justin

Mills-6289261000605696-5764922876575744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. Bear with me one second, okay? All right. Thank you so much for holding. This is Justin. How can I help you today? Yeah, this is Frank Scott. I was getting my mom to convince- to talk to you about my insurance. Okay, um, what's that staffing agency you work for? I need to verify demographics. You said who I work for? Correct. Uh, I work with MAU. And the last four of your Social? 5650. And was it Frank or Frankie? It's Frank. Frank, my apologies. Okay. Mm-hmm. Let's see. And for security purposes, could you verify your home address, including city, state and zip code, Frank? Um, city, Waynesburg, Georgia. Zip code, 0830. And you said my E-mail? What else? I said verify your home address, including city, state and zip code. Yeah, I- I just gave you my- okay, Waynesburg, Georgia, 30830, 594 Highway 56 North. And your date of birth? 12/10/96. She said she's going to give you a call back though. And a good telephone number I have for you is 706-526-0948. Yeah, that- that phone ain't on right now. Uh, my mom said she's gonna give you a call back in a minute. Okay. What's a good telephone number for you? Uh, you can put down 706-554-6060. 706-544-6060 you said? 554-6060. Okay. And the email I have is fscottycease96 at gmail? Uh-huh. Okay. Um, so I spoke with your mother earlier and she said she wanted to make a direct payment on you. But looking at the calendar, you're currently active in the coverage for this week, so no direct payment is necessary. All right. Okay. Now, are you still working with MAU? Yeah, I'm still working, but I'm out right now. Okay. Um, so if you don't receive a paycheck this week, you would have to call in on Monday the 25th to make it a direct payment for that week, if that makes any sense. All right. So you're saying I ain't gotta pay no payment this week? Correct, because you're currently active in the coverage. Yes, sir. All right. Appreciate it. You're welcome. You have a great day, okay? Bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. Bear with me one second, okay?

Speaker speaker_2: All right.

Speaker speaker_1: Thank you so much for holding. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, this is Frank Scott. I was getting my mom to convince- to talk to you about my insurance.

Speaker speaker_1: Okay, um, what's that staffing agency you work for? I need to verify demographics.

Speaker speaker_2: You said who I work for?

Speaker speaker_1: Correct.

Speaker speaker_2: Uh, I work with MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5650.

Speaker speaker_1: And was it Frank or Frankie?

Speaker speaker_2: It's Frank.

Speaker speaker_1: Frank, my apologies. Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Let's see. And for security purposes, could you verify your home address, including city, state and zip code, Frank?

Speaker speaker_2: Um, city, Waynesburg, Georgia. Zip code, 0830. And you said my E-mail? What else?

Speaker speaker_1: I said verify your home address, including city, state and zip code.

Speaker speaker_2: Yeah, I- I just gave you my- okay, Waynesburg, Georgia, 30830, 594 Highway 56 North.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/10/96. She said she's going to give you a call back though.

Speaker speaker_1: And a good telephone number I have for you is 706-526-0948.

Speaker speaker_2: Yeah, that- that phone ain't on right now. Uh, my mom said she's gonna give you a call back in a minute.

Speaker speaker_1: Okay. What's a good telephone number for you?

Speaker speaker_2: Uh, you can put down 706-554-6060.

Speaker speaker_1: 706-544-6060 you said?

Speaker speaker_2: 554-6060.

Speaker speaker_1: Okay. And the email I have is fscottycease96 at gmail?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. Um, so I spoke with your mother earlier and she said she wanted to make a direct payment on you. But looking at the calendar, you're currently active in the coverage for this week, so no direct payment is necessary.

Speaker speaker_2: All right.

Speaker speaker_1: Okay. Now, are you still working with MAU?

Speaker speaker_2: Yeah, I'm still working, but I'm out right now.

Speaker speaker_1: Okay. Um, so if you don't receive a paycheck this week, you would have to call in on Monday the 25th to make it a direct payment for that week, if that makes any sense.

Speaker speaker_2: All right. So you're saying I ain't gotta pay no payment this week?

Speaker speaker_1: Correct, because you're currently active in the coverage. Yes, sir.

Speaker speaker_2: All right. Appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Bye.

Speaker speaker_1: All right, bye-bye.