Transcript: Justin Mills-6322265048006656-5156996330078208

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. Good afternoon. My name is Haylo. Mm. I'm working with Morales Group, but I want to pay, uh... Because the last three weeks, my contract is done with, uh, Camino, with the company I'm working. But, uh, I want to keep my, uh, insurance, Medicaid insurance. So can I pay it by myself until they call me, my staffing call me back work? Yeah. So, Morales, what's the last four of your social? 4120. And what was your first and last name? Haymanot Haylo. H-A-Y-A-M-A-N-O-T. Okay. So let's see here. And for security purposes, could you verify your home address, including city, state and zip code? Okay. 5231 Woodbrook Driver Apartment C. Uh, for, um... Zip code 46254. Looks like I have a PO box on file. Yeah. I have... Yeah. For my box... Wait, wait. Six eight... 68269. 46268 Indianapolis PO box. And confirm your date of birth. 25 December 1973. And a good telephone number have a 702-752-7227? Yes. That's correct. And the email I have is m.haymanot@Yahoo? Yes. Okay. So let's see here. M.l.H-A-Y. Okay. So just to confirm, you want me to pay for the last three weeks of, uh, coverage? Yes. Okay. Let's see here. Here. Do you mind if I place you on a brief hold for a second? What do you say? Do you mind if I place you on a brief hold for a second? Okay. Yeah. Of course. Yeah. Sure. Okay. Hello, are you still there? Yes, sorry. Awesome, thank you so much for holding. So I had to confirm a couple things. Um, so since Morales is Section 125, in order to make the direct payment, I had to take off short-term disability for you. Um, but I just wanted to let you know that once you do come back to Morales, um, and you do reinstate your benefits with them, um, short-term disability wouldn't be added to those benefits, due to the fact that we had to, uh, uh, drop it to accept this direct payment. Um, so let me go ahead and process the, uh, direct payment for you. Um, do you have the billing address? Yeah. Uh, 46, uh, 68, 469- Give me one second. That's it. And you wanted to pay from February 24th up until the end of Sunday of this week? Yeah. Okay. Uh, which I think is three payments, is that correct? Correct, three weeks of direct payments, yes. Oh. Yes. Okay, so see here. Direct payments. And the card is under your name, correct? Yeah, that's my card, yes. Okay. And, um... Okay, and the billing address? Okay, the billing address with the card is the same my address, you know, 5231. Uh, will you say that for me? The only address I have is the PO box on file. No, with the card, I said. A card address. That's mailing address. But, uh, if I pay, you know, with my card, my card is, uh, the same address my ID. Okay, and what's that address? Okay, 6231 Woodbrook Driver, Apartment C. Waterbrook Drive. Waterbook or Waterbrook? Wood- Woodbrook. W-O-O-D-brook, Woodbrook. Woodbrook, okay. Woodbrook. You said Woodbrook Drive? Yeah. What was the apartment number? The Apartment C- Apartment C. ... Drive, California. And the billing ZIP code? Uh, 46254. 254, okay. And the credit card number? Okay, this is a, a debit card from a Chase, Chase Bank. Okay. 404-... 6-0-3-2-0-3-7-2-0-6-41-1-4. And just to confirm, I have 4060-3203-7206-4114?

Yes. Yes. Okay. And the ex- and the expiration date? Okay. The expiration date, 12/29. 12/29, okay. And the CVC number? Okay. 957. 957, okay. And your first name is spelled with an I, as in igloo, or a Y, as in Yankee? Okay. Uh, first name H-A-Y. You don't... Do you get... You don't get all my information there? You don't say that? H-I- Um, well your email, well, the email, I'm just... I'm just confirming your first name, 'cause the email I have is H-A-I-M-A-N-O-T, and the first name on your file is H-A-Y-M-A-M-N-O-T. So, I'm just confirming. Yeah. Okay. The email is different. My first name is H, uh, A-Y. Okay. H-A-Y. H-A-Y. Yes. Okay. Just wanted to confirm everything. So, I'm about to go ahead and process the direct payment of $129.99. $129 or 100... Uh, how I, how I pay the weekly, like $51? How much is it totally? Um, so in order to, uh, process the direct payment, we had to take off short-term disability, um, because... Since you're not working with, uh, Morales right now, um, that we couldn't accept a direct payment for short-term disability. Um, so we had to take that off for the past three weeks, which made your total premium for the past three weeks $129.99. Oh, okay. Oh my gosh. Okay. So, I have to start all over again. Okay. Oh. Bear with me one second. Don't worry. Okay, I'll wait. I'm passing now. I'm sorry. No worries. 422... Um... Okay. And what's the billing address, one more time? Okay. 6231. Oh, okay. Woodbrook. Uh, 5231 Woodbrook Driver, Apartment C. Apartment C. And the ZIP code? 46254. ... 464. Yeah. And the credit card number, one more time. Okay. The number I have, like, okay, 4060-3203-7206-4114. Okay. And the expiration date was 12/29, correct? Yeah, 12/29. Yes. Okay. And that CVC number? 957. Okay. Well, I'm about to go ahead and process the direct payment of $129.99. Mm-hmm. Okay. So, payment was successful. Um, is there anything else I could assist you with today? Okay. Thank you so much. So, if the policy number they can't send me in a PO box? Still I don't receive it any paper. Um, so, let's see. So, I can email your ID cards just so you have 'em and make sure, uh, physical ID cards be sent out to you. Would you like for me to do that? Please, yeah, that's helpful. Thank you so much. You're welcome. Bear with me one second, okay? Okay. Okay. Hello, are you still there? Yeah. I'm waiting. Awesome. Thank you so much for holding. So, I went ahead and emailed all of your ID cards to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see them in your inbox- Okay. ... be sure to check your spam or check your junk folder, okay? Okay. Okay. Mm-hmm. Thank you so much. You're welcome. Is there anything else I could assist you with today? Yeah, you helped me a lot. I hope everything is gonna be good in future years by receiving. Thank you so much. Thank you. God bless. You're welcome. You have a great weekend, okay? Bye-bye. Okay, bye-bye. Bye. Thank you. 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: Yeah. Good afternoon. My name is Haylo. Mm. I'm working with Morales Group, but I want to pay, uh... Because the last three weeks, my contract is done with, uh, Camino, with the company I'm working. But, uh, I want to keep my, uh, insurance, Medicaid insurance. So can I pay it by myself until they call me, my staffing call me back work?

Speaker speaker_0: Yeah. So, Morales, what's the last four of your social?

Speaker speaker_1: 4120.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Haymanot Haylo. H-A-Y-A-M-A-N-O-T.

Speaker speaker_0: Okay. So let's see here. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Okay. 5231 Woodbrook Driver Apartment C. Uh, for, um... Zip code 46254.

Speaker speaker_0: Looks like I have a PO box on file.

Speaker speaker_1: Yeah. I have... Yeah. For my box... Wait, wait. Six eight... 68269. 46268 Indianapolis PO box.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 25 December 1973.

Speaker speaker_0: And a good telephone number have a 702-752-7227?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And the email I have is m.haymanot@Yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let's see here.

Speaker speaker_1: M.l.H-A-Y.

Speaker speaker_0: Okay. So just to confirm, you want me to pay for the last three weeks of, uh, coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see here. Here. Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: What do you say?

Speaker speaker_0: Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Okay. Yeah. Of course. Yeah. Sure.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yes, sorry.

Speaker speaker_0: Awesome, thank you so much for holding. So I had to confirm a couple things. Um, so since Morales is Section 125, in order to make the direct payment, I had to

take off short-term disability for you. Um, but I just wanted to let you know that once you do come back to Morales, um, and you do reinstate your benefits with them, um, short-term disability wouldn't be added to those benefits, due to the fact that we had to, uh, uh, drop it to accept this direct payment. Um, so let me go ahead and process the, uh, direct payment for you. Um, do you have the billing address?

Speaker speaker_1: Yeah. Uh, 46, uh, 68, 469-

Speaker speaker_0: Give me one second.

Speaker speaker_1: That's it.

Speaker speaker_0: And you wanted to pay from February 24th up until the end of Sunday of this week?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, which I think is three payments, is that correct?

Speaker speaker_0: Correct, three weeks of direct payments, yes.

Speaker speaker_1: Oh. Yes.

Speaker speaker_0: Okay, so see here. Direct payments. And the card is under your name, correct?

Speaker speaker_1: Yeah, that's my card, yes.

Speaker speaker_0: Okay. And, um... Okay, and the billing address?

Speaker speaker_1: Okay, the billing address with the card is the same my address, you know, 5231.

Speaker speaker_0: Uh, will you say that for me? The only address I have is the PO box on file.

Speaker speaker_1: No, with the card, I said. A card address. That's mailing address. But, uh, if I pay, you know, with my card, my card is, uh, the same address my ID.

Speaker speaker_0: Okay, and what's that address?

Speaker speaker_1: Okay, 6231 Woodbrook Driver, Apartment C.

Speaker speaker_0: Waterbrook Drive. Waterbook or Waterbrook?

Speaker speaker_1: Wood- Woodbrook. W-O-O-D-brook, Woodbrook.

Speaker speaker_0: Woodbrook, okay. Woodbrook. You said Woodbrook Drive?

Speaker speaker_1: Yeah.

Speaker speaker_0: What was the apartment number?

Speaker speaker_1: The Apartment C-

Speaker speaker_0: Apartment C.

Speaker speaker_1: ... Drive, California.

Speaker speaker_0: And the billing ZIP code?

Speaker speaker_1: Uh, 46254.

Speaker speaker_0: 254, okay. And the credit card number?

Speaker speaker_1: Okay, this is a, a debit card from a Chase, Chase Bank.

Speaker speaker_0: Okay.

Speaker speaker_1: 404-... 6-0-3-2-0-3-7-2-0-6-41-1-4.

Speaker speaker_0: And just to confirm, I have 4060-3203-7206-4114?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. And the ex- and the expiration date?

Speaker speaker_1: Okay. The expiration date, 12/29.

Speaker speaker_0: 12/29, okay. And the CVC number?

Speaker speaker_1: Okay. 957.

Speaker speaker_0: 957, okay. And your first name is spelled with an I, as in igloo, or a Y, as in Yankee?

Speaker speaker_1: Okay. Uh, first name H-A-Y. You don't... Do you get... You don't get all my information there? You don't say that? H-I-

Speaker speaker_0: Um, well your email, well, the email, I'm just... I'm just confirming your first name, 'cause the email I have is H-A-I-M-A-N-O-T, and the first name on your file is H-A-Y-M-A-M-N-O-T. So, I'm just confirming.

Speaker speaker_1: Yeah. Okay. The email is different. My first name is H, uh, A-Y.

Speaker speaker_0: Okay. H-A-Y.

Speaker speaker_1: H-A-Y. Yes.

Speaker speaker_0: Okay. Just wanted to confirm everything. So, I'm about to go ahead and process the direct payment of $129.99.

Speaker speaker_1: $129 or 100... Uh, how I, how I pay the weekly, like $51? How much is it totally?

Speaker speaker_0: Um, so in order to, uh, process the direct payment, we had to take off short-term disability, um, because... Since you're not working with, uh, Morales right now, um, that we couldn't accept a direct payment for short-term disability. Um, so we had to take that

off for the past three weeks, which made your total premium for the past three weeks $129.99.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Oh my gosh. Okay. So, I have to start all over again. Okay.

Speaker speaker_1: Oh.

Speaker speaker_0: Bear with me one second.

Speaker speaker_1: Don't worry. Okay, I'll wait. I'm passing now. I'm sorry.

Speaker speaker_0: No worries. 422... Um... Okay. And what's the billing address, one more time?

Speaker speaker_1: Okay. 6231. Oh, okay. Woodbrook. Uh, 5231 Woodbrook Driver, Apartment C.

Speaker speaker_0: Apartment C. And the ZIP code?

Speaker speaker_1: 46254.

Speaker speaker_0: ... 464.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the credit card number, one more time.

Speaker speaker_1: Okay. The number I have, like, okay, 4060-3203-7206-4114.

Speaker speaker_0: Okay. And the expiration date was 12/29, correct?

Speaker speaker_1: Yeah, 12/29. Yes.

Speaker speaker_0: Okay. And that CVC number?

Speaker speaker_1: 957.

Speaker speaker_0: Okay. Well, I'm about to go ahead and process the direct payment of $129.99.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So, payment was successful. Um, is there anything else I could assist you with today?

Speaker speaker_1: Okay. Thank you so much. So, if the policy number they can't send me in a PO box? Still I don't receive it any paper.

Speaker speaker_0: Um, so, let's see. So, I can email your ID cards just so you have 'em and make sure, uh, physical ID cards be sent out to you. Would you like for me to do that?

Speaker speaker_1: Please, yeah, that's helpful. Thank you so much.

Speaker speaker_0: You're welcome. Bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_2: Yeah. I'm waiting.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed all of your ID cards to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see them in your inbox-

Speaker speaker_2: Okay.

Speaker speaker_0: ... be sure to check your spam or check your junk folder, okay?

Speaker speaker_2: Okay. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Thank you so much.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_2: Yeah, you helped me a lot. I hope everything is gonna be good in future years by receiving. Thank you so much. Thank you. God bless.

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

Speaker speaker_2: Bye-bye. Okay, bye-bye. Bye. Thank you.

Speaker speaker_0: Bye-bye.