

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? Yeah, I'm calling because, um, I guess my benefits had to be restarted maybe about a month and a half ago. I work for a particular employer and I'm just trying to see what the status of that is. I got a card from you all in the mail, but I don't know exactly where I'm at. I don't know if I need to make any payments towards my, my... payment or whatever- Yeah. ... the case may be. Yeah, let me check on that for you. What's that staffing agency you work for? It's Partners Personnel. And the last four of your social? It's 7421... And your first and last name? It's Frederick Clay. And for security purposes, can you verify your home address, including city, state and zip code, Frederick? Yeah, it's 153 Thierman Lane, Apartment 706 Louisville, Kentucky 40207. And your date of birth? It's 12/2/1977. And a good telephone number. Have his 502-302-0722? Yes. And the email. Have his raindroprainstorm77@gmail? Yes. Okay, so let's see here. Um, so you are currently enrolled into dental and vision. However, you aren't active in the coverage for this week. Did you receive a paycheck last week by any chance, or no? I, I didn't. I didn't. It won't be until, um, this week coming up. Okay. So yeah, so since you didn't, uh, receive a paycheck last week, you're not active in the coverage for this week. However, since you stated you will receive a paycheck this week, you'll be active for next week, 'cause it's on a week-to-week basis. Can I make a payment for this week so I'm active? Or no? Um, yeah, I can accept a direct payment. Um, yeah, let me get that set up for you real quick. Let's see. And let me ask you this, because, um, the other main reason I called, you all didn't, like, retroactively take, like, a lump sum of the payment or anything like that, right? Uh, no, sir. Not that I can see. Okay. Okay. Um, so the... Just to confirm, the same address we have on file is the same as your billing address. It is. Okay. So let me get that set up for you. Okay, and the credit card number? Yeah, it's, uh, 4900-7003-4498-4826. And the CVC number? It's 506. And the expiration date? 11/28. Okay. You want me to go ahead and process the direct payment of \$5.78? Okay. Okay, so payment was successful. Is there anything else I could help you out with today, Frederick? No, I just wanna make sure I confirmed that do you all ever take, like, a lump sum payment, uh, like, for dental and vision? Or you just au- automatically take it out of a paycheck, um, like, just a regular weekly amount? So it's automatically deducted from your paycheck every week, the regular \$5.78. Um, so it's on a week-to-week basis. Okay. That, that makes sense. Okay. That's how it's always been. All right. I appreciate it. Thank you. You're welcome. You have a great weekend, okay? Y- you too. All right. 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, I'm calling because, um, I guess my benefits had to be restarted maybe about a month and a half ago. I work for a particular employer and I'm just trying to see what the status of that is. I got a card from you all in the mail, but I don't know exactly where I'm at. I don't know if I need to make any payments towards my, my... payment or whatever-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... the case may be.

Speaker speaker_0: Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: It's Partners Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 7421...

Speaker speaker_0: And your first and last name?

Speaker speaker_1: It's Frederick Clay.

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

Speaker speaker_1: Yeah, it's 153 Thierman Lane, Apartment 706 Louisville, Kentucky 40207.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: It's 12/2/1977.

Speaker speaker_0: And a good telephone number. Have his 502-302-0722?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email. Have his raindroprainstorm77@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. Um, so you are currently enrolled into dental and vision. However, you aren't active in the coverage for this week. Did you receive a paycheck last week by any chance, or no?

Speaker speaker_1: I, I didn't. I didn't. It won't be until, um, this week coming up.

Speaker speaker_0: Okay. So yeah, so since you didn't, uh, receive a paycheck last week, you're not active in the coverage for this week. However, since you stated you will receive a paycheck this week, you'll be active for next week, 'cause it's on a week-to-week basis.

Speaker speaker_1: Can I make a payment for this week so I'm active? Or no?

Speaker speaker_0: Um, yeah, I can accept a direct payment. Um, yeah, let me get that set up for you real quick. Let's see.

Speaker speaker_1: And let me ask you this, because, um, the other main reason I called, you all didn't, like, retroactively take, like, a lump sum of the payment or anything like that, right?

Speaker speaker_0: Uh, no, sir. Not that I can see.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, so the... Just to confirm, the same address we have on file is the same as your billing address.

Speaker speaker_1: It is.

Speaker speaker_0: Okay. So let me get that set up for you. Okay, and the credit card number?

Speaker speaker_1: Yeah, it's, uh, 4900-7003-4498-4826.

Speaker speaker_0: And the CVC number?

Speaker speaker_1: It's 506.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: 11/28.

Speaker speaker_0: Okay. You want me to go ahead and process the direct payment of \$5.78?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so payment was successful. Is there anything else I could help you out with today, Frederick?

Speaker speaker_1: No, I just wanna make sure I confirmed that do you all ever take, like, a lump sum payment, uh, like, for dental and vision? Or you just au- automatically take it out of a paycheck, um, like, just a regular weekly amount?

Speaker speaker_0: So it's automatically deducted from your paycheck every week, the regular \$5.78. Um, so it's on a week-to-week basis.

Speaker speaker_1: Okay. That, that makes sense. Okay. That's how it's always been. All right. I appreciate it. Thank you.

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

Speaker speaker_1: Y- you too.

Speaker speaker_0: All right. Bye-bye.