

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in the card, this is Malcolm, how can I help you? Hey, I was calling on- I received a message saying there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. And I was calling to see, what does that mean? So, a little- a little deduction was taken out of your paycheck to pay for your health insurance. Um, yeah. Um, we were just on a little two-week shutdown, um, so we, um, we didn't have a payroll last week. We don't get paid again until the 15th. So, what you can do, you can make a direct payment if you need to have active coverage, or if you don't- if you don't need to use your health insurance, you can wait until that- the next deduction comes back out. Oh, so basically, like, I can't go to, like, the doctor or anything until, um, you know, until this start rolling around and I start getting paid for my insurance? You can either wait until you- until they start deducting it again, or you can make a direct payment to get those weeks, um, caught up to have active coverage. Okay, how much- um, how much does it take out a week? I'll have to pull up your account. What staffing company you work for? Um, Hamilton Riker. Last four of your Social? 1240. First name? Faith. F-A-I-T-H. Last name? Guyton. G-U-Y-T-O-N. For security purposes, can you ver- can you verify your address and date of birth for me? Um, address is 2183 Atala Road, 4213 Shelby, Mississippi 39160. And you said my phone number or birthday? Date of- date of birth. Birthday is 4/5/97. You- so, you will have to pay \$37.06. Okay, that's for, um, medical and dental? That's for all your coverage; medical, dental, life insurance and the preventative care. Okay. Okay, thank you. Um, I was just calling to see what was it about. I had received a message and I didn't know what it was. Okay. Well, was there anything else I can help you with today, Ms. Faith? No, sir, that would be all. There's nothing else, thanks for calling Benefits in the Card, I hope you have a great rest of your week. All right, you too.

Conversation Format

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

Speaker speaker_1: Benefits in the card, this is Malcolm, how can I help you?

Speaker speaker_2: Hey, I was calling on- I received a message saying there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. And I was calling to see, what does that mean?

Speaker speaker_1: So, a little- a little deduction was taken out of your paycheck to pay for your health insurance.

Speaker speaker_2: Um, yeah. Um, we were just on a little two-week shutdown, um, so we, um, we didn't have a payroll last week. We don't get paid again until the 15th.

Speaker speaker_1: So, what you can do, you can make a direct payment if you need to have active coverage, or if you don't- if you don't need to use your health insurance, you can wait until that- the next deduction comes back out.

Speaker speaker_2: Oh, so basically, like, I can't go to, like, the doctor or anything until, um, you know, until this start rolling around and I start getting paid for my insurance?

Speaker speaker_1: You can either wait until you- until they start deducting it again, or you can make a direct payment to get those weeks, um, caught up to have active coverage.

Speaker speaker_2: Okay, how much- um, how much does it take out a week?

Speaker speaker_1: I'll have to pull up your account. What staffing company you work for?

Speaker speaker_2: Um, Hamilton Riker.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 1240.

Speaker speaker_1: First name?

Speaker speaker_2: Faith. F-A-I-T-H.

Speaker speaker_1: Last name?

Speaker speaker_2: Guyton. G-U-Y-T-O-N.

Speaker speaker_1: For security purposes, can you ver- can you verify your address and date of birth for me?

Speaker speaker_2: Um, address is 2183 Atala Road, 4213 Shelby, Mississippi 39160. And you said my phone number or birthday?

Speaker speaker_1: Date of- date of birth.

Speaker speaker_2: Birthday is 4/5/97.

Speaker speaker_1: You- so, you will have to pay \$37.06.

Speaker speaker_2: Okay, that's for, um, medical and dental?

Speaker speaker_1: That's for all your coverage; medical, dental, life insurance and the preventative care.

Speaker speaker_2: Okay. Okay, thank you. Um, I was just calling to see what was it about. I had received a message and I didn't know what it was.

Speaker speaker_1: Okay. Well, was there anything else I can help you with today, Ms. Faith?

Speaker speaker_2: No, sir, that would be all.

Speaker speaker_1: There's nothing else, thanks for calling Benefits in the Card, I hope you have a great rest of your week.

Speaker speaker_2: All right, you too.