

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, I'm calling to get my, um, insurance number information. Who do you work for, sir? Serge. Can I have the last four digits of the Social? 9358. Your first and last name? Tremayne Baskin. Mr. Baskin, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? It's 9/19/1986. Um, I don't- I don't know what address I got on file. Um, but I can try to see if it's... Maybe I got, I got three. Is it Dale- is it 24- 14 Daley Street? No. Um, what about 5301 Kildon? 3621 ring a bell? Huh? 3621, does it ring a bell? Thir- yeah, 3621 Fairfield? 3621, um- Will you mind do- um, providing your whole Social? Yes. 29584 9358. That's 3621 Casey Drive. Oh. Yeah, I only stayed there like a month. Okay. So, you want to update the address? Um, no, no, 'cause I'm going to be live- I'm going to be moving back over there maybe next month. Okay. So that's Las Vegas, Nevada 89120. Mm-hmm. And your, um, we have a phone number of 5951-453-5783 and your email is Treme- Tre- Tre Baskin at gmail.com? Tremayne? Tremayne. Yeah. All right. So you need your, um, dental ID card? Yeah. So, have you stopped working for Serge? No, I still work. 'Cause we haven't received the premium for last week of this week and your benefits are not active at the moment. You can make the direct payment yourself if you would like. But you guys been taking- but you guys have been taking money from my card every week, so how does that make sense? Well, we received a premium from Serge when they do the deduction out of your payroll, and we haven't received- So can I get that money back? If you would like, I could send you a email where you could send the- I just don't... Okay, I'm kind of confused. So I don't have insurance? Well, this is pretty much like a weekly basic insurance. Every week that you pay, every week that you are covered. So you, the last, um, week that you were covered was back in, on the 21st to the 27th of October. After that, we haven't received any premium from your employer. So if you say that they are deducting the money from your pay- payroll, we need to receive a copy of your pay stub so we could fix that for you. But here in our system, it's showing that we have not received any other payments after the week of the 21st. I don't understand why they never told me that. And you- Like if you miss a week of work- So- ... um, we're not going to receive the payment. And if you- No, you guys have been taking payments out of my- They have to- You guys have been taking payments out of my card every week. Like I don't understand. But that's what I'm saying. If you experienced this last week and the week before they took the \$4.17, we need a copy of your pay stub, because we not- we don't have access to your payroll. That's on Serge. So if Serge didn't send the money, even though you're saying they take it out, we don't have no way of knowing that. If you- if you would like, I could go ahead and send you an email with instructions to send us the information. You can send a copy or a- a take a pic of your pay stub and send it through the

email. You said... Then- then what? Then we're going to have... We, the back office, will contact Serge and let them know that they're making the deductions on your paycheck and we have not received it, and that your benefits are not active, so we need- we need to straighten that up so you could have your benefits back. Oh, okay. Man, that's weird. Because, like I said, we do not have access to your payroll. So there's no way of- of us knowing why you're not- we're not receiving it. Oh, okay. Got you. Got you. Okay, thanks. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, I'm calling to get my, um, insurance number information.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: Serge.

Speaker speaker_1: Can I have the last four digits of the Social?

Speaker speaker_2: 9358.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Tremayne Baskin.

Speaker speaker_1: Mr. Baskin, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: It's 9/19/1986. Um, I don't- I don't know what address I got on file. Um, but I can try to see if it's... Maybe I got, I got three. Is it Dale- is it 24- 14 Daley Street?

Speaker speaker_1: No.

Speaker speaker_2: Um, what about 5301 Kildon?

Speaker speaker_1: 3621 ring a bell?

Speaker speaker_2: Huh?

Speaker speaker_1: 3621, does it ring a bell?

Speaker speaker_2: Thir- yeah, 3621 Fairfield? 3621, um-

Speaker speaker_1: Will you mind do- um, providing your whole Social?

Speaker speaker_2: Yes. 29584 9358.

Speaker speaker_1: That's 3621 Casey Drive.

Speaker speaker_2: Oh. Yeah, I only stayed there like a month.

Speaker speaker_1: Okay. So, you want to update the address?

Speaker speaker_2: Um, no, no, 'cause I'm going to be live- I'm going to be moving back over there maybe next month.

Speaker speaker_1: Okay. So that's Las Vegas, Nevada 89120.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And your, um, we have a phone number of 5951-453-5783 and your email is Treme- Tre- Tre Baskin at gmail.com?

Speaker speaker_2: Tremayne?

Speaker speaker_1: Tremayne.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So you need your, um, dental ID card?

Speaker speaker_2: Yeah.

Speaker speaker_1: So, have you stopped working for Serge?

Speaker speaker_2: No, I still work.

Speaker speaker_1: 'Cause we haven't received the premium for last week of this week and your benefits are not active at the moment. You can make the direct payment yourself if you would like.

Speaker speaker_2: But you guys been taking- but you guys have been taking money from my card every week, so how does that make sense?

Speaker speaker_1: Well, we received a premium from Serge when they do the deduction out of your payroll, and we haven't received-

Speaker speaker_2: So can I get that money back?

Speaker speaker_1: If you would like, I could send you a email where you could send the-

Speaker speaker_2: I just don't... Okay, I'm kind of confused. So I don't have insurance?

Speaker speaker_1: Well, this is pretty much like a weekly basic insurance. Every week that you pay, every week that you are covered. So you, the last, um, week that you were covered was back in, on the 21st to the 27th of October. After that, we haven't received any premium from your employer. So if you say that they are deducting the money from your pay- payroll, we need to receive a copy of your pay stub so we could fix that for you. But here in our system, it's showing that we have not received any other payments after the week of the 21st.

Speaker speaker_2: I don't understand why they never told me that. And you-

Speaker speaker_1: Like if you miss a week of work-

Speaker speaker_2: So-

Speaker speaker_1: ... um, we're not going to receive the payment. And if you-

Speaker speaker_2: No, you guys have been taking payments out of my-

Speaker speaker_1: They have to-

Speaker speaker_2: You guys have been taking payments out of my card every week. Like I don't understand.

Speaker speaker_1: But that's what I'm saying. If you experienced this last week and the week before they took the \$4.17, we need a copy of your pay stub, because we not- we don't have access to your payroll. That's on Serge. So if Serge didn't send the money, even though you're saying they take it out, we don't have no way of knowing that. If you- if you would like, I could go ahead and send you an email with instructions to send us the information. You can send a copy or a- a take a pic of your pay stub and send it through the email.

Speaker speaker_2: You said... Then- then what?

Speaker speaker_1: Then we're going to have... We, the back office, will contact Serge and let them know that they're making the deductions on your paycheck and we have not received it, and that your benefits are not active, so we need- we need to straighten that up so you could have your benefits back.

Speaker speaker_2: Oh, okay. Man, that's weird.

Speaker speaker_1: Because, like I said, we do not have access to your payroll. So there's no way of- of us knowing why you're not- we're not receiving it.

Speaker speaker_2: Oh, okay. Got you. Got you. Okay, thanks. Have a good day.