

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Oh, hi, Pamela. I just received your message that my... I have a lapse in coverage due to payroll issues. Hm. Okay. Who do you work for? I work for BG Staffing. Okay. May I have the last four digits of your Social? 9108. 9108. Uh... Your first and last name, ma'am? Allam Meganoba. Meganoba, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. So 11526 East Ocean Boulevard, uh, apartment number 290803. Okay. Um, and what was the date of birth? October 8, 1966. Thank you for the information. We have a telephone number on file. 424-230-2830. Yes, that one, yeah. Are you making this direct payment yourself or what would you like from us? Uh, so the loss in coverage, which c- which insurance we talking about? The, the BG Staffing through Benefits in a Card; your vision, dental, life and group accident. Okay, because I just paid, um, a few days ago I paid, uh, I don't know for which one, but I did pay. Yes, but these- So how- ... weekly... These are weekly deductions, and you paid for last week, and this week, we didn't receive the payment either. Oh, I see. Okay. So how much, uh, have to pay? It's \$9.19. Yeah, but they're going to deduct, I think, this week from my check. We not, we not gonna receive that payment, 'cause usually we receive it over the weekend and the benefits- Okay. ... will be active the following Monday. So this week, we're not going to receive that payment. You know that- Oh, so otherwise they're gonna in- interrupt it, the benefits will be interrupted? So this week- Something like that? This week you're not active. Uh-huh. If you're not going to use the benefits- Oh. ... if you're not going to go to the dentist or your vision- Mm-hmm. ... your accident life insurance is not going to be active for this week. Okay, sweet. And then if we receive the, the, the premium next week, um, by Monday the 19th- Mm-hmm. ... in that week, the benefits will be active. It's a weekly basis- Oh. ... insurance. Week day you pay, week day you get your benefits. It's a weekly re- So if I'm not getting paid, I can skip the week. Is that what you're saying? Right? Yes, but like I said, if you don't... If... If I'm not going to the doctor. But like I said, if you don't... If you use the benefit, it's not gon- You're not gonna be covered because you're not active. Hmm. Okay. So yeah, let me pay then. Mm-hmm. You would like to make the payment? Yes. All right. All right. Are we using the mailing address we have as a billing address? Yes, but I have to change the add- I have to change the address. So how can I change the address? We could do it here. But like I said- Oh, okay. ... are you using the Ocean Boulevard for your billing address? Uh, yes, that's still a billing address. Yes. Okay. I haven't changed it yet. So let's do the payment and after we're done with the payment, then we could add, um, we could do the change of address. Okay. All right. Um, okay. Give me one second. Give me one second. Let me... And two, two, three... I'm ready for the credit card whenever you are. Uh, okay. Uh, I'm giving you the card right now. It's 4833. 4833. 1602. 1602. 9- One, six, zero. Mm-hmm. 9796. 9796.

9260. 9260. Okay, and expiration date? 10/29. And the security code? 993. All right. See, uh, we're gonna send a email to the f- the email we got on file, which is your last name, your birth date, my Gmail account. Yes, that's correct. Great. Now let's do the change of address. Yes, but, uh, okay. So have to change them, uh, on the card as well. Okay, um, when you're ready, it's, uh, 4800 Gaviota Avenue, Long Beach, 90807. Okay. That's 40... I mean, sorry, 4800 Gaviota Avenue, Long Beach, California, 90807. Yes. All right? 90807. Mm-hmm. So just make sure, um, if you, in the future, need to make a direct payment, remember that you changed the address and, um, that it match the one on the credit card. Yes. Uh, so I have to change the card as well. Okay. All right. Anything else I could do for you, ma'am? Uh, no, that's it. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Oh, hi, Pamela. I just received your message that my... I have a lapse in coverage due to payroll issues.

Speaker speaker_0: Hm. Okay. Who do you work for?

Speaker speaker_1: I work for BG Staffing.

Speaker speaker_0: Okay. May I have the last four digits of your Social?

Speaker speaker_1: 9108.

Speaker speaker_0: 9108. Uh... Your first and last name, ma'am?

Speaker speaker_1: Allam Meganoba.

Speaker speaker_0: Meganoba, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. So 11526 East Ocean Boulevard, uh, apartment number 290803.

Speaker speaker_0: Okay. Um, and what was the date of birth?

Speaker speaker_1: October 8, 1966.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. 424-230-2830.

Speaker speaker_1: Yes, that one, yeah.

Speaker speaker_0: Are you making this direct payment yourself or what would you like from us?

Speaker speaker_1: Uh, so the loss in coverage, which c- which insurance we talking about?

Speaker speaker_0: The, the BG Staffing through Benefits in a Card; your vision, dental, life and group accident.

Speaker speaker_1: Okay, because I just paid, um, a few days ago I paid, uh, I don't know for which one, but I did pay.

Speaker speaker_0: Yes, but these-

Speaker speaker_1: So how-

Speaker speaker_0: ... weekly... These are weekly deductions, and you paid for last week, and this week, we didn't receive the payment either.

Speaker speaker_1: Oh, I see. Okay. So how much, uh, have to pay?

Speaker speaker_0: It's \$9.19.

Speaker speaker_1: Yeah, but they're going to deduct, I think, this week from my check.

Speaker speaker_0: We not, we not gonna receive that payment, 'cause usually we receive it over the weekend and the benefits-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will be active the following Monday. So this week, we're not going to receive that payment. You know that-

Speaker speaker_1: Oh, so otherwise they're gonna in- interrupt it, the benefits will be interrupted?

Speaker speaker_0: So this week-

Speaker speaker_1: Something like that?

Speaker speaker_0: This week you're not active.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: If you're not going to use the benefits-

Speaker speaker_1: Oh.

Speaker speaker_0: ... if you're not going to go to the dentist or your vision-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... your accident life insurance is not going to be active for this week.

Speaker speaker_1: Okay, sweet.

Speaker speaker_0: And then if we receive the, the, the premium next week, um, by Monday the 19th-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... in that week, the benefits will be active. It's a weekly basis-

Speaker speaker_1: Oh.

Speaker speaker_0: ... insurance. Week day you pay, week day you get your benefits.

Speaker speaker_1: It's a weekly re- So if I'm not getting paid, I can skip the week. Is that what you're saying? Right?

Speaker speaker_0: Yes, but like I said, if you don't... If...

Speaker speaker_1: If I'm not going to the doctor.

Speaker speaker_0: But like I said, if you don't... If you use the benefit, it's not gon- You're not gonna be covered because you're not active.

Speaker speaker_1: Hmm. Okay. So yeah, let me pay then. Mm-hmm.

Speaker speaker_0: You would like to make the payment?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. All right. Are we using the mailing address we have as a billing address?

Speaker speaker_1: Yes, but I have to change the add- I have to change the address. So how can I change the address?

Speaker speaker_0: We could do it here. But like I said-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... are you using the Ocean Boulevard for your billing address?

Speaker speaker_1: Uh, yes, that's still a billing address. Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: I haven't changed it yet.

Speaker speaker_0: So let's do the payment and after we're done with the payment, then we could add, um, we could do the change of address.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Um, okay.

Speaker speaker_0: Give me one second. Give me one second. Let me... And two, two, three... I'm ready for the credit card whenever you are.

Speaker speaker_1: Uh, okay. Uh, I'm giving you the card right now. It's 4833.

Speaker speaker_0: 4833.

Speaker speaker_1: 1602.

Speaker speaker_0: 1602.

Speaker speaker_1: 9-

Speaker speaker_0: One, six, zero.

Speaker speaker_1: Mm-hmm. 9796.

Speaker speaker_0: 9796.

Speaker speaker_1: 9260.

Speaker speaker_0: 9260. Okay, and expiration date?

Speaker speaker_1: 10/29.

Speaker speaker_0: And the security code?

Speaker speaker_1: 993.

Speaker speaker_0: All right. See, uh, we're gonna send a email to the f- the email we got on file, which is your last name, your birth date, my Gmail account.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Great. Now let's do the change of address.

Speaker speaker_1: Yes, but, uh, okay. So have to change them, uh, on the card as well. Okay, um, when you're ready, it's, uh, 4800 Gaviota Avenue, Long Beach, 90807.

Speaker speaker_0: Okay. That's 40... I mean, sorry, 4800 Gaviota Avenue, Long Beach, California, 90807.

Speaker speaker_1: Yes.

Speaker speaker_0: All right?

Speaker speaker_1: 90807.

Speaker speaker_0: Mm-hmm. So just make sure, um, if you, in the future, need to make a direct payment, remember that you changed the address and, um, that it match the one on the credit card.

Speaker speaker_1: Yes. Uh, so I have to change the card as well. Okay.

Speaker speaker_0: All right. Anything else I could do for you, ma'am?

Speaker speaker_1: Uh, no, that's it. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye.