Transcript: Pearl Rojas-4594143024955392-5971012886511616

Full Transcript

Good morning. Thank you for calling for the benefits and no-card. My name is Pearl Rodela. Who else am I speaking with? Hi, Pearl. This is Christy Sharp. And how can I assist you? Yes, ma'am. I am calling because I work for Active Force, and I didn't work last week so I'm calling to pay my premium. Okay. What are the last four digits of your social? 6725. All righty. And your actual date of birth? 09/09/1964. And your address? PO Box 789, Hampton, Tennessee 37658. Okay. And your phone number is 337-380-1010? Yes, ma'am. Okay. So it looks like you do have active coverage for this week. I have active service for this week? Yeah. But I didn't make a check this week so they told me to call back today to pay the $100.75. Yep, um, they are weekly deductions last week would have paid for this week, but I'm showing here that you have active coverage. Okay. What about the payment? Um, you wouldn't have to m-make the payment until... Well, unless your coverage wasn't active, and at the moment I see that it is active. Okay. So how will I know when it's not active? Um, you should have, um... 'Cause usually you would check on your payroll checks to see if they made deduction or not. Um, but you're saying last week you didn't work and- No, ma'am. I was in the hospital last week so I don't have a check for last week, so the deduction won't come out of that check. So I spoke to, uh, I think a Jason or somebody like that, and he told me to call back today to make the payment so I can continue to have coverage. So sh- when should I call back and double check on it? Well, you could give us a call back Wednesday and see if anything's changed. But at the moment, I see that you have active coverage until Sunday. Okay. So it's active as of Sunday. Okay. Thank you. No problem. Thanks for calling. Have a great day.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling for the benefits and no-card. My name is Pearl Rodela. Who else am I speaking with?

Speaker speaker_1: Hi, Pearl. This is Christy Sharp.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, ma'am. I am calling because I work for Active Force, and I didn't work last week so I'm calling to pay my premium.

Speaker speaker_0: Okay. What are the last four digits of your social?

Speaker speaker_1: 6725.

Speaker speaker_0: All righty. And your actual date of birth?

Speaker speaker_1: 09/09/1964.

Speaker speaker_0: And your address?

Speaker speaker_1: PO Box 789, Hampton, Tennessee 37658.

Speaker speaker_0: Okay. And your phone number is 337-380-1010?

Speaker speaker_1: Yes, ma'am. Okay.

Speaker speaker_0: So it looks like you do have active coverage for this week.

Speaker speaker_1: I have active service for this week?

Speaker speaker_0: Yeah.

Speaker speaker_1: But I didn't make a check this week so they told me to call back today to pay the $100.75.

Speaker speaker_0: Yep, um, they are weekly deductions last week would have paid for this week, but I'm showing here that you have active coverage.

Speaker speaker_1: Okay. What about the payment?

Speaker speaker_0: Um, you wouldn't have to m- make the payment until... Well, unless your coverage wasn't active, and at the moment I see that it is active.

Speaker speaker_1: Okay. So how will I know when it's not active?

Speaker speaker_0: Um, you should have, um... 'Cause usually you would check on your payroll checks to see if they made deduction or not. Um, but you're saying last week you didn't work and-

Speaker speaker_1: No, ma'am. I was in the hospital last week so I don't have a check for last week, so the deduction won't come out of that check. So I spoke to, uh, I think a Jason or somebody like that, and he told me to call back today to make the payment so I can continue to have coverage. So sh- when should I call back and double check on it?

Speaker speaker_0: Well, you could give us a call back Wednesday and see if anything's changed. But at the moment, I see that you have active coverage until Sunday.

Speaker speaker_1: Okay. So it's active as of Sunday. Okay. Thank you.

Speaker speaker_0: No problem. Thanks for calling. Have a great day.