

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Hi, my name is Pearl. Yeah, this is Chad Flurry. And how can I assist you? Uh, I got a notification, a text message, that, uh, there was no payroll last week so I needed to call to pay for the benefits, the lapse in benefits payment. And it gave me this number to call. All righty. And I'm sorry, what is the name of the company you work for? Oxford. And the last four digits of your Social? Two, zero, three. I'm sorry, you broke up a little bit. What was that? Zero... Hello? Hello, Mr. Flurry? Uh, yep. Can you hear me? I hear you a little better now. Can you repeat that for me? Two, six... Two, six... Hello? Did you, did you hear that? It's 2603. All righty. And if you can confirm your address and date of birth? 2091 North Lake Road, Benson, Vermont 05743 61375. Okay. And I have your phone number as 802-770-4809. Yes. And I have your email address as flurry.chad@yahoo.com. Yes. Okay. So yep, it looks like we didn't receive a deduction for this week's coverage. Um, so you can make a direct payment and have coverage, active coverage until the 8th. Or pay this week for next week's coverage. However you prefer. I just want to pay the last coverage. I don't... I... So from the, from the 2nd to the 8th? Yeah. All righty. And is the name on the account the same as the name on your card? Yes, it is. Yep. And is the mailing, the billing address for that card the same as the one you confirmed? Yes. All righty. And what is that card number? It's, uh, 6011-0140-3804, yeah, 1153. All righty. And the security code? 193. And the expiration date? Uh, 1/29 of '24. Oh, no, that's... Oh, sorry. That's the membership's 2024. It's, uh, 1 of '29. All righty. So today we're making a direct payment of \$33.07 from the card ending in 1153. And you'll receive an email... You'll receive an, a receipt to your email. Uh, my, uh... I thought it was more than that. Is that including the, the dental and vision? Yep, it's all your coverage together, your medical, dental, vision and life insurance. Okay. And then, uh, can I just renew with you guys over the phone for the enrollment or do I have to do it online? Um, so as long as there's a, that you're working for the company, it just rolls over. You don't have to re-enroll or do anything. It just... As long as the deduction's being made, it keeps going. Okay, 'cause they had open enrollment so I can just delete that and just let it roll over? Yes, sir. That is just in case you wanted to make changes or add any dependents or add any other coverage. Um, if you want to keep everything the same, you just leave it as-is. Okay then. All right. Uh, thank you. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl.

Speaker speaker_2: Hi, my name is Pearl. Yeah, this is Chad Flurry.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I got a notification, a text message, that, uh, there was no payroll last week so I needed to call to pay for the benefits, the lapse in benefits payment. And it gave me this number to call.

Speaker speaker_1: All righty. And I'm sorry, what is the name of the company you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: Two, zero, three.

Speaker speaker_1: I'm sorry, you broke up a little bit. What was that?

Speaker speaker_2: Zero...

Speaker speaker_1: Hello? Hello, Mr. Flurry?

Speaker speaker_2: Uh, yep. Can you hear me?

Speaker speaker_1: I hear you a little better now. Can you repeat that for me?

Speaker speaker_2: Two, six...

Speaker speaker_1: Two, six... Hello?

Speaker speaker_2: Did you, did you hear that? It's 2603.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth?

Speaker speaker_2: 2091 North Lake Road, Benson, Vermont 05743 61375.

Speaker speaker_1: Okay. And I have your phone number as 802-770-4809.

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as flurry.chad@yahoo.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So yep, it looks like we didn't receive a deduction for this week's coverage. Um, so you can make a direct payment and have coverage, active coverage until the 8th. Or pay this week for next week's coverage. However you prefer.

Speaker speaker_2: I just want to pay the last coverage. I don't... I...

Speaker speaker_1: So from the, from the 2nd to the 8th?

Speaker speaker_2: Yeah.

Speaker speaker_1: All righty. And is the name on the account the same as the name on your card?

Speaker speaker_2: Yes, it is. Yep.

Speaker speaker_1: And is the mailing, the billing address for that card the same as the one you confirmed?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And what is that card number?

Speaker speaker_2: It's, uh, 6011-0140-3804, yeah, 1153.

Speaker speaker_1: All righty. And the security code?

Speaker speaker_2: 193.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: Uh, 1/29 of '24. Oh, no, that's... Oh, sorry. That's the membership's 2024. It's, uh, 1 of '29.

Speaker speaker_1: All righty. So today we're making a direct payment of \$33.07 from the card ending in 1153. And you'll receive an email... You'll receive an, a receipt to your email.

Speaker speaker_2: Uh, my, uh... I thought it was more than that. Is that including the, the dental and vision?

Speaker speaker_1: Yep, it's all your coverage together, your medical, dental, vision and life insurance.

Speaker speaker_2: Okay. And then, uh, can I just renew with you guys over the phone for the enrollment or do I have to do it online?

Speaker speaker_1: Um, so as long as there's a, that you're working for the company, it just rolls over. You don't have to re-enroll or do anything. It just... As long as the deduction's being made, it keeps going.

Speaker speaker_2: Okay, 'cause they had open enrollment so I can just delete that and just let it roll over?

Speaker speaker_1: Yes, sir. That is just in case you wanted to make changes or add any dependents or add any other coverage. Um, if you want to keep everything the same, you just leave it as-is.

Speaker speaker_2: Okay then. All right. Uh, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.