

Transcript: Pearl

Rojas-5711278203781120-6263335381942272

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits to the Card. My name is Pearl. Who is the person who you're speaking with? Um, Shannon Reed. And how can I assist you? Um, I need to pay for a lapse in my coverage. Okay. What's the name of the staff agency you work for? Um, TRC. And the last four digits of your social? 9928. All right. And if you can verify your address and date of birth. 3216 Jackson Parkway, Yalina, Georgia 30022 1169. Okay. And I have your phone number as 678-508-5630? Yes, correct. Okay. And I have your email address as shannon30022@gmail.com? That's correct. Okay. So your coverage is actually back active this week. Um, are you wanting to pay for lax coverage? I... I... I... I was on vacation, um, the second week of February. Mm-hmm. So that's... I missed that week. Yep. So you missed one week from the 24th of February until the 2nd of March. But this week you did great. We did receive a deduction and you're active again. Um, so if you didn't use your coverage last week, you don't need to make a payment. Um, but if you used the coverage- So I'm good? Yeah, you're fine if you didn't use it last week. I didn't use it. Yep, then you're good. You're active again this week and as long as we receive the deduction from this paycheck, you'll be active next week. Okay. All right. All right. Well, I appreciate your help. No problem. Thank you so much for calling. Have a great day. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits to the Card. My name is Pearl. Who is the person who you're speaking with?

Speaker speaker_1: Um, Shannon Reed.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I need to pay for a lapse in my coverage.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Um, TRC.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 9928.

Speaker speaker_0: All right. And if you can verify your address and date of birth.

Speaker speaker_1: 3216 Jackson Parkway, Yalina, Georgia 30022 1169.

Speaker speaker_0: Okay. And I have your phone number as 678-508-5630?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. And I have your email address as shannon30022@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So your coverage is actually back active this week. Um, are you wanting to pay for lax coverage?

Speaker speaker_1: I... I... I... I was on vacation, um, the second week of February.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So that's... I missed that week.

Speaker speaker_0: Yep. So you missed one week from the 24th of February until the 2nd of March. But this week you did great. We did receive a deduction and you're active again. Um, so if you didn't use your coverage last week, you don't need to make a payment. Um, but if you used the coverage-

Speaker speaker_1: So I'm good?

Speaker speaker_0: Yeah, you're fine if you didn't use it last week.

Speaker speaker_1: I didn't use it.

Speaker speaker_0: Yep, then you're good. You're active again this week and as long as we receive the deduction from this paycheck, you'll be active next week.

Speaker speaker_1: Okay. All right. All right. Well, I appreciate your help.

Speaker speaker_0: No problem. Thank you so much for calling. Have a great day.

Speaker speaker_1: You as well. Thank you. Bye-bye.