

## **Transcript: Pearl**

**Rojas-6457637550997504-6571849321332736**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What kind of pleasure I speak with? Uh, this is Cheryl Nash. And how may I assist you? Well, I, I work for Crown Services and I have been, uh, unassigned for a week and I need to make sure my insurance is paid. Okay. What's the name- what's the last four digits of your social? 0439. All righty. And if you can confirm your address and date of birth for me. I'm sorry, my, my address is 3923 Hilton Drive, number 50, Middletown, 45044. My birthday is 11/19/1954. Okay. And I have your phone number as 513-344-2292. Yes. And I have your email address at cnash6123@gmail.com. I'm sorry, hotmail.com. Yes. Okay. So yeah, it looks like this week doesn't have active coverage. Um, so are you no longer on assignment with them or you just didn't go in this week? I am just currently on... I'm, I'm between assignments this week. Okay. Um, so do you know when you'll, you'll start again? I, I ask this because the coverage, once you start working again, they'll start taking out the deductions again. And if it's less than four weeks, um, you can essentially just wait if you don't plan on using your coverage. Um, but if you do want to use your coverage or need to use it, you can go ahead and do like a direct payment. It's just however you prefer. Oh, let me just go ahead and give it to you now just in case something happens. All right. And let's see here. It looks like your weekly deduction is of \$50.85. Okay, no problem. Right. And is the name on the card the same as the name on the account? Yes. Okay. And is the billing address the same as well? Yes. Okay. One moment. All righty, that card number whenever you're ready. 4430 4400 5659 7719. And the security code? I'm sorry, the what? The security code. Uh, 190. All right. And the expiration date? 127. All righty. So today we're making a payment of \$50.85 from the card ending in 7719 and you'll receive an emailed copy of your receipt to your email. Okay? Okay. Sounds good. Okay. Bear with me one moment. I went ahead and processed that payment and that payment was successfully processed. Do you have any questions? Um, how long does this cover me for? To what date? Until the 12th. Okay. Thank you very much. No problem. Thank you so much for calling. You have a great day. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What kind of pleasure I speak with?

Speaker speaker\_2: Uh, this is Cheryl Nash. And how may I assist you? Well, I, I work for Crown Services and I have been, uh, unassigned for a week and I need to make sure my insurance is paid.

Speaker speaker\_1: Okay. What's the name- what's the last four digits of your social?

Speaker speaker\_2: 0439.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker\_2: I'm sorry, my, my address is 3923 Hilton Drive, number 50, Middletown, 45044. My birthday is 11/19/1954.

Speaker speaker\_1: Okay. And I have your phone number as 513-344-2292.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address at cnash6123@gmail.com. I'm sorry, hotmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So yeah, it looks like this week doesn't have active coverage. Um, so are you no longer on assignment with them or you just didn't go in this week?

Speaker speaker\_2: I am just currently on... I'm, I'm between assignments this week.

Speaker speaker\_1: Okay. Um, so do you know when you'll, you'll start again? I, I ask this because the coverage, once you start working again, they'll start taking out the deductions again. And if it's less than four weeks, um, you can essentially just wait if you don't plan on using your coverage. Um, but if you do want to use your coverage or need to use it, you can go ahead and do like a direct payment. It's just however you prefer.

Speaker speaker\_2: Oh, let me just go ahead and give it to you now just in case something happens.

Speaker speaker\_1: All right. And let's see here. It looks like your weekly deduction is of \$50.85.

Speaker speaker\_2: Okay, no problem.

Speaker speaker\_1: Right. And is the name on the card the same as the name on the account?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And is the billing address the same as well?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. One moment. All righty, that card number whenever you're ready.

Speaker speaker\_2: 4430 4400 5659 7719.

Speaker speaker\_1: And the security code?

Speaker speaker\_2: I'm sorry, the what?

Speaker speaker\_1: The security code.

Speaker speaker\_2: Uh, 190.

Speaker speaker\_1: All right. And the expiration date?

Speaker speaker\_2: 127.

Speaker speaker\_1: All righty. So today we're making a payment of \$50.85 from the card ending in 7719 and you'll receive an emailed copy of your receipt to your email. Okay?

Speaker speaker\_2: Okay. Sounds good.

Speaker speaker\_1: Okay. Bear with me one moment. I went ahead and processed that payment and that payment was successfully processed. Do you have any questions?

Speaker speaker\_2: Um, how long does this cover me for? To what date?

Speaker speaker\_1: Until the 12th.

Speaker speaker\_2: Okay. Thank you very much.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Thank you. Bye.