

Transcript: VICTORIA

Taylor-4625726514610176-6727952699703296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah. Hello, Victoria. Uh, I wanted to see if, uh, a letter of termination from, for insurance from child support had gotten to you guys. Okay. Uh, what's the name of the agency you work for? Uh, BGSS. And the last four of your Social? Uh, 1270. And your first and last name? Christopher Morales. Okay. Do you mind verifying your address and date of birth? Uh, 644 San Ysidro Boulevard. And then what else do you need? San Ysidro, California. What else do you need? My birthday? Yes, sir. Uh, 06/26/1989. Okay. Uh, phone number 619-673-7785? Correct. And email is chrismorales8926@gmail.com? Correct. Okay. Give me one second. Yeah. It doesn't look like we received the, uh, letter of termination. Oh, okay. Um, is there any way I could send it to you there? 'Cause I have it but she sent it to, to you guys through the mail also. Yeah. I mean, to my knowledge it has to come from the issuing agency. Okay. Yeah, because I'm not, I'm not trying... 'cause I'm at, I'm working right now, so I'm not trying to get charged the insurance again. So, uh, do you know how long more or less it takes to get a letter? Like, I don't... To be honest with you, I, I'm not too sure. D- typically anything of that nature would take about 24 to 48 business hours, but if they sent it in the mail, I, I really don't know how long it would take for us to get it. Did they send it to us directly? Uh, I think so. I think they sent it to... Let me see. One second. Yeah. She said she sent it through the US Postal Service. Um, do you know when it was sent? Yeah. It was sent on, uh, October 24. Okay. And it was, it's being sent to us at Benefits on a Card? Or is it being sent to your employer? Um, let's see. Yeah. It says, uh, she, she says, "I have generated the termination form and sent it to them today via USPS." She didn't specifically say who. Okay. Um, e- I mean, I don't see anything on your file. Um, have you tried reaching out to your employer and seeing if it was sent to them? Yeah. I'ma see if, I'ma check and see if, uh... But I wouldn't know who to call. Who, who would I reach out to? The, uh, payroll? I, I would probably just reach out to your HR department. Okay. Got it. Okay. Yeah. I'ma try that, and then... I'm not sure. I'ma, I'ma also ask the child support worker, who did she send it to? Yeah. Um, they can also fax it to us. I can give you our fax number. Oh, okay. Uh, let me see. Let me see, let me see. Uh... One second. Okay. You can, you can go ahead. All right. Um, our fax number is 877-618-3674. 36 and oh four. 877-618-3674? Yes, sir. Mm-hmm. Okay. Okay. Okay. I'ma see if I can have her do that and w- it'll, it would be faster, correct? Uh, like I said, it, it still could take 24 to 48 business hours for it to be processed but it might be faster, you know, rather than the mail. Okay. Okay. Okay. I'ma give her a call and see if I could do that. Okay. Um, and I'll go ahead and reach out to upper management and see what I can find out, if anything, and I will follow up with you from there. Okay. Okay. Thank you. Thank you. Have a good day. Same here. Thank you. Bye-bye. Oh, sir, are you still there?

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yeah. Hello, Victoria. Uh, I wanted to see if, uh, a letter of termination from, for insurance from child support had gotten to you guys.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, BGSS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 1270.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Christopher Morales.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 644 San Ysidro Boulevard. And then what else do you need? San Ysidro, California. What else do you need? My birthday?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, 06/26/1989.

Speaker speaker_1: Okay. Uh, phone number 619-673-7785?

Speaker speaker_2: Correct.

Speaker speaker_1: And email is chrismorales8926@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Give me one second. Yeah. It doesn't look like we received the, uh, letter of termination.

Speaker speaker_2: Oh, okay. Um, is there any way I could send it to you there? 'Cause I have it but she sent it to, to you guys through the mail also.

Speaker speaker_1: Yeah. I mean, to my knowledge it has to come from the issuing agency.

Speaker speaker_2: Okay. Yeah, because I'm not, I'm not trying... 'cause I'm at, I'm working right now, so I'm not trying to get charged the insurance again. So, uh, do you know how long more or less it takes to get a letter? Like, I don't...

Speaker speaker_1: To be honest with you, I, I'm not too sure. D- typically anything of that nature would take about 24 to 48 business hours, but if they sent it in the mail, I, I really don't know how long it would take for us to get it. Did they send it to us directly?

Speaker speaker_2: Uh, I think so. I think they sent it to... Let me see. One second. Yeah. She said she sent it through the US Postal Service.

Speaker speaker_1: Um, do you know when it was sent?

Speaker speaker_2: Yeah. It was sent on, uh, October 24.

Speaker speaker_1: Okay. And it was, it's being sent to us at Benefits on a Card? Or is it being sent to your employer?

Speaker speaker_2: Um, let's see. Yeah. It says, uh, she, she says, "I have generated the termination form and sent it to them today via USPS." She didn't specifically say who.

Speaker speaker_1: Okay. Um, e- I mean, I don't see anything on your file. Um, have you tried reaching out to your employer and seeing if it was sent to them?

Speaker speaker_2: Yeah. I'ma see if, I'ma check and see if, uh... But I wouldn't know who to call. Who, who would I reach out to? The, uh, payroll?

Speaker speaker_1: I, I would probably just reach out to your HR department.

Speaker speaker_2: Okay. Got it. Okay. Yeah. I'ma try that, and then... I'm not sure. I'ma, I'ma also ask the child support worker, who did she send it to?

Speaker speaker_1: Yeah. Um, they can also fax it to us. I can give you our fax number.

Speaker speaker_2: Oh, okay. Uh, let me see. Let me see, let me see. Uh... One second. Okay. You can, you can go ahead.

Speaker speaker_1: All right. Um, our fax number is 877-618-3674.

Speaker speaker_2: 36 and oh four. 877-618-3674?

Speaker speaker_1: Yes, sir. Mm-hmm.

Speaker speaker_2: Okay. Okay. Okay. I'ma see if I can have her do that and w- it'll, it would be faster, correct?

Speaker speaker_1: Uh, like I said, it, it still could take 24 to 48 business hours for it to be processed but it might be faster, you know, rather than the mail.

Speaker speaker_2: Okay. Okay. Okay. I'ma give her a call and see if I could do that.

Speaker speaker_1: Okay. Um, and I'll go ahead and reach out to upper management and see what I can find out, if anything, and I will follow up with you from there.

Speaker speaker_2: Okay. Okay. Thank you.

Speaker speaker_1: Thank you. Have a good day.

Speaker speaker_2: Same here. Thank you.

Speaker speaker_1: Bye-bye. Oh, sir, are you still there?