

Transcript: VICTORIA

Taylor-4776995781656576-6089283746709504

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? Yes, ma'am. I was calling because I applied for insurance and I was just wondering if I had it yet, because the woman from Mega4 Staffing, she's not at work all this week, she's sick. So I was just wondering if I had it- That's okay. ... and how I need to look into it. What's the, uh, last four of your social? 4059. And your first and last name? Michael Hairfield. Okay. Do you mind verifying your address and date of birth? 477 Water Oke Road, Ramseur, North Carolina. And you need my birthday? Yes, sir. 03/29/1984. And then phone number 336-271-9909. Yes, ma'am. Okay. And then email is last name, first name, 84 at gmail. Yes, ma'am. Okay. So it looks like your enrollment is still pending and it should be active next Monday, the 27th. So, would that... So, would that have took the money out for it this week? Yes. Yeah, so whenever you see a- So do you g- ... deduction being made out of your check is for the following week's coverage. Okay, so do you know how much it was? Uh, \$33.97. Is that all it was, is just 30... Say \$35 this week. It was \$33.97. Okay, thank you so much. You're welcome. You have a wonderful day. Thank you. Thank you. Bye.

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: Yes, ma'am. I was calling because I applied for insurance and I was just wondering if I had it yet, because the woman from Mega4 Staffing, she's not at work all this week, she's sick. So I was just wondering if I had it-

Speaker speaker_1: That's okay.

Speaker speaker_2: ... and how I need to look into it.

Speaker speaker_1: What's the, uh, last four of your social?

Speaker speaker_2: 4059.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Michael Hairfield.

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

Speaker speaker_2: 477 Water Oke Road, Ramseur, North Carolina. And you need my birthday?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 03/29/1984.

Speaker speaker_1: And then phone number 336-271-9909.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then email is last name, first name, 84 at gmail.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So it looks like your enrollment is still pending and it should be active next Monday, the 27th.

Speaker speaker_2: So, would that... So, would that have took the money out for it this week?

Speaker speaker_1: Yes. Yeah, so whenever you see a-

Speaker speaker_2: So do you g-

Speaker speaker_1: ... deduction being made out of your check is for the following week's coverage.

Speaker speaker_2: Okay, so do you know how much it was?

Speaker speaker_1: Uh, \$33.97.

Speaker speaker_2: Is that all it was, is just 30... Say \$35 this week.

Speaker speaker_1: It was \$33.97.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. Bye.