

## Transcript: VICTORIA

**Taylor-5246529559904256-5837459815972864**

### Full Transcript

Thank you for calling Benefits on a Quarter. This is Victoria. How can I help you? Yeah, I think I might have just talked to Pam. Uh, I, I don't know if she's on the phone with someone else, but, um, anyways, um, I was just trying to find out, I was with MAU, which is a carrier of y'all's card, uh, benefits, uh, the benefit card and, um, I'm not working there anymore and I was just trying to find the very last day that my coverage was in effect and I just need it in writing because I was wanting to get insurance f- with my wife. Okay. Um, let me pull up your file. What is the last four of your Social? 6093. Okay. And your first and last name? David Kelly, K-E-L-L-Y. Okay. And do you mind verifying your address and date of birth? 757 Kingswood Valley Drive, Moore, South Carolina 29369, 11/1/62 is my birthday. Okay. Phone number is 597-9631? Yes. Okay. And then, uh, email is dkelly2123@bellsouth.net? That's correct. Okay. Um- And I w- listen, we just need to have something in writing saying the very last day that I had coverage. She said Okay. ... and that's it. So I, I understand what you need. Um, however, the thing is, is I don't think that we would be able to put that letter together just yet because how it works is when you're no longer with MAU, we give you four weeks after your last paycheck to make a direct payment with us. And, of course, that's completely up to you whether you want to do that or not. Um, and then on the fifth week of not receiving a payroll deduction, then the coverage will roll over to COBRA, um, it'll, and it'll show in our system that the coverage ended. Um, so- Okay. ... as of right now- H- okay. It's this button. So as of right now, because the system is still showing that you have that option to make a direct- Okay. ... payment for the coverage, I, we wouldn't be able to put that letter together just yet. How much is the insurance gonna be? We would have to wait until it cancels out in our system. Okay. Can- How much is it? Mm-hmm. How much is the insurance and can we just stay with it? So there's, you can only do it temporarily, um, and what you- Okay. Everything that you're enrolled into comes out to a total of \$61.08. So the way that it works- Okay. ... is you've already received your last paycheck from them, correct? Yes. Okay. So we give you four weeks where you can make a direct payment with us and that, it looks like it starts this week. So you can make a direct payment for this week, next week, the week of the 17th, and the week of the 24th. Yeah. And then on the week of the 3rd of March is when it would roll over to COBRA. Okay. We would, we would like to do that, um, just extend it for the i- uh, temporary coverage. Now how- Okay. ... do I do that? Do you, you already have my information on file and you just take it out or how does it- So the way that direct payments work is you would provide a credit or debit card to us. We don't have a way of saving that on file, unfortunately, um, and we can only accept payments for previous weeks or the current week. So if you were to make a direct payment for this week, we could only accept for this week and then you would just have to call back next week and make a payment for next week. Okay, we'll do that. Okay. Um, let's see. So again, uh, for everything that you're enrolled into, it comes out to

a total of \$61.08. Okay. And the name on the- Hold on just a second. Okay. This is it. Let me get my card. Okay, that's fine. Okay, uh, I have my card. Gotcha. Just to make sure, is it just your first and last name that's on the card? David K. Kelly on the card. Oh, okay. And then the billing address, is it the same address I have on file for you? It is. Okay. All right. And what is the card number? Uh, the card number is 737-0330-4055-9844. And then the, uh, CVC? Uh, 689. And the expiration date? 11/27.... looks like it didn't go through. I might have the wrong card number. Do you mind repeating the full card number? Yeah, it's a Visa card. Uh- Okay. ... four s-... Yeah. 4737 0330 4055 9844. Okay. Yeah, I just had the c- the card number wrong the first time. All right. So, it went through and you should get a receipt automatically sent to your email, which the email I have on file is the dkelly2123@dalsouth.net. Okay. And that makes- So, \$61 and how much? Yeah, \$61.08. Eight cents. Okay. Do you have a confirmation number right on there? Uh, give me just a few seconds and I can generate one for you. All right. So, we just need to call each week for this temporary addition? Yes. Yeah. Okay. Unfortunately, we can, uh, we cannot accept payments for future weeks, so it would have to be done weekly. All right. And that includes spouse as well. That's for me and my wife, right? That i- that is- Yes. ... with the coverage I had? Yes, sir. All right. So, confirmation number would be... Uh, it just has letters in it as well. So, it's- Okay. ... M-A-U. M-A-U. And then dash Q, as in queen. Okay. C as in cat, M as in Mary. The numbers 498998 and then Q as in queen at the end. Okay. Well, that's fine. We appreciate your help. Mm-hmm. Um- Yes, sir. Did you need help with anything else? I don't think so. And that's... We're good. And that's the, uh, the Benefits in a Card, is that the name of y'all's company? Yes. Benefits in a Card is the name of our company. We're just your benefits administrators. So, the name of the insurance carrier is different. Um, it, the... You have coverage through American Public Life, which covers your group accident, dental, term life and your non-preventative medical. Okay. You have coverage through MetLife which does the coverage for vision. And then you have coverage through 90 Degree Benefits which does your preventative medical. Oh, damn. Okay. All right. What's the coverage period ... So, the coverage dates for this week. What coverages date? What were the coverage dates for this payment? So, that makes this week active, it's February 3rd through February 9th. Okay. We appreciate it. So helpful. Thank you. You're welcome. Do you guys need help with anything else? I don't think so. We're good. All right. You have a wonderful day. Thank you. Thank you. Good. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Quarter. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, I think I might have just talked to Pam. Uh, I, I don't know if she's on the phone with someone else, but, um, anyways, um, I was just trying to find out, I was with MAU, which is a carrier of y'all's card, uh, benefits, uh, the benefit card and, um, I'm not working there anymore and I was just trying to find the very last day that my coverage was in effect and I just need it in writing because I was wanting to get insurance f- with my wife.

Speaker speaker\_0: Okay. Um, let me pull up your file. What is the last four of your Social?

Speaker speaker\_1: 6093.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: David Kelly, K-E-L-L-Y.

Speaker speaker\_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_1: 757 Kingswood Valley Drive, Moore, South Carolina 29369, 11/1/62 is my birthday.

Speaker speaker\_0: Okay. Phone number is 597-9631?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then, uh, email is dkelly2123@bellsoft.net?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Um-

Speaker speaker\_1: And I w- listen, we just need to have something in writing saying the very last day that I had coverage.

Speaker speaker\_2: She said

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... and that's it.

Speaker speaker\_0: So I, I understand what you need. Um, however, the thing is, is I don't think that we would be able to put that letter together just yet because how it works is when you're no longer with MAU, we give you four weeks after your last paycheck to make a direct payment with us. And, of course, that's completely up to you whether you want to do that or not. Um, and then on the fifth week of not receiving a payroll deduction, then the coverage will roll over to COBRA, um, it'll, and it'll show in our system that the coverage ended. Um, so-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... as of right now-

Speaker speaker\_1: H- okay.

Speaker speaker\_2: It's this button.

Speaker speaker\_0: So as of right now, because the system is still showing that you have that option to make a direct-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... payment for the coverage, I, we wouldn't be able to put that letter together just yet.

Speaker speaker\_2: How much is the insurance gonna be?

Speaker speaker\_0: We would have to wait until it cancels out in our system.

Speaker speaker\_1: Okay. Can-

Speaker speaker\_2: How much is it?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: How much is the insurance and can we just stay with it?

Speaker speaker\_0: So there's, you can only do it temporarily, um, and what you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Everything that you're enrolled into comes out to a total of \$61.08. So the way that it works-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is you've already received your last paycheck from them, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So we give you four weeks where you can make a direct payment with us and that, it looks like it starts this week. So you can make a direct payment for this week, next week, the week of the 17th, and the week of the 24th.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then on the week of the 3rd of March is when it would roll over to COBRA.

Speaker speaker\_1: Okay. We would, we would like to do that, um, just extend it for the i- uh, temporary coverage. Now how-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... do I do that? Do you, you already have my information on file and you just take it out or how does it-

Speaker speaker\_0: So the way that direct payments work is you would provide a credit or debit card to us. We don't have a way of saving that on file, unfortunately, um, and we can only accept payments for previous weeks or the current week. So if you were to make a direct payment for this week, we could only accept for this week and then you would just have to call back next week and make a payment for next week.

Speaker speaker\_1: Okay, we'll do that.

Speaker speaker\_0: Okay. Um, let's see. So again, uh, for everything that you're enrolled into, it comes out to a total of \$61.08.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And the name on the-

Speaker speaker\_1: Hold on just a second.

Speaker speaker\_0: Okay.

Speaker speaker\_1: This is it. Let me get my card.

Speaker speaker\_0: Okay, that's fine.

Speaker speaker\_1: Okay, uh, I have my card.

Speaker speaker\_0: Gotcha. Just to make sure, is it just your first and last name that's on the card?

Speaker speaker\_1: David K. Kelly on the card.

Speaker speaker\_0: Oh, okay. And then the billing address, is it the same address I have on file for you?

Speaker speaker\_1: It is.

Speaker speaker\_0: Okay. All right. And what is the card number?

Speaker speaker\_1: Uh, the card number is 737-0330-4055-9844.

Speaker speaker\_0: And then the, uh, CVC?

Speaker speaker\_1: Uh, 689.

Speaker speaker\_0: And the expiration date?

Speaker speaker\_1: 11/27.

Speaker speaker\_0: ... looks like it didn't go through. I might have the wrong card number. Do you mind repeating the full card number?

Speaker speaker\_1: Yeah, it's a Visa card. Uh-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... four s-... Yeah. 4737 0330 4055 9844.

Speaker speaker\_0: Okay. Yeah, I just had the c- the card number wrong the first time. All right. So, it went through and you should get a receipt automatically sent to your email, which the email I have on file is the dkelly2123@dalsouth.net.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And that makes-

Speaker speaker\_1: So, \$61 and how much?

Speaker speaker\_0: Yeah, \$61.08.

Speaker speaker\_1: Eight cents. Okay. Do you have a confirmation number right on there?

Speaker speaker\_0: Uh, give me just a few seconds and I can generate one for you.

Speaker speaker\_1: All right. So, we just need to call each week for this temporary addition?

Speaker speaker\_0: Yes. Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Unfortunately, we can, uh, we cannot accept payments for future weeks, so it would have to be done weekly.

Speaker speaker\_1: All right.

Speaker speaker\_4: And that includes spouse as well.

Speaker speaker\_1: That's for me and my wife, right? That i- that is-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... with the coverage I had?

Speaker speaker\_0: Yes, sir. All right. So, confirmation number would be... Uh, it just has letters in it as well. So, it's-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... M-A-U.

Speaker speaker\_1: M-A-U.

Speaker speaker\_0: And then dash Q, as in queen.

Speaker speaker\_1: Okay.

Speaker speaker\_0: C as in cat, M as in Mary. The numbers 498998 and then Q as in queen at the end.

Speaker speaker\_1: Okay. Well, that's fine. We appreciate your help.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um-

Speaker speaker\_0: Yes, sir. Did you need help with anything else?

Speaker speaker\_1: I don't think so. And that's... We're good. And that's the, uh, the Benefits in a Card, is that the name of y'all's company?

Speaker speaker\_0: Yes. Benefits in a Card is the name of our company. We're just your benefits administrators. So, the name of the insurance carrier is different. Um, it, the... You have coverage through American Public Life, which covers your group accident, dental, term life and your non-preventative medical.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You have coverage through MetLife which does the coverage for vision. And then you have coverage through 90 Degree Benefits which does your preventative

medical.

Speaker speaker\_4: Oh, damn.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_4: What's the coverage period ...

Speaker speaker\_5: So, the coverage dates for this week.

Speaker speaker\_1: What coverages date?

Speaker speaker\_4: What were the coverage dates for this payment?

Speaker speaker\_0: So, that makes this week active, it's February 3rd through February 9th.

Speaker speaker\_1: Okay. We appreciate it.

Speaker speaker\_5: So helpful.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Do you guys need help with anything else?

Speaker speaker\_1: I don't think so. We're good.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: Thank you. Thank you. Good.

Speaker speaker\_0: Thank you. Bye-bye.