

Transcript: VICTORIA

Taylor-5279533273923584-6252982981050368

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? Um, hi. I'm calling to see if I can pay on, um, my insurance. Okay. Uh, what's the name of the agency you work for? MAU. And the last four of your social? 1236. Okay. Do you mind verifying your address and date of birth? 240 30331 September the 6th, 1989. And then phone number 404-839-9822? Yes, ma'am. And email is gonna be delise0906@gmail? Yes, ma'am. Okay. Give me one second. Okay, so it looks like last week wasn't active and this week it's not active so you would have to pay for both weeks. Mm-hmm. Which comes out to a total of \$117.12. Okay. Uh, the name on the card that you're paying with, is it just your first and last name that's on it? Yes. Okay. And would the billing address for that card be the same address we have on file? Yes. Gotcha. And what is the card number? Um, it's 4737 0230, um, 9184 8709. And the, uh, CVC? One moment. 163. And the expiration date? 0428. All righty, so it went through and that makes, uh, the coverage active for last week and this week. So I have to pay it Monday? I'm sorry? I ... Are you, are you not on an assignment currently? Uh-uh. Okay. Yeah, so it, what you paid for today was for last week and this week, so you would just call us back next week to make a payment if you want next week's coverage as well. Yes, I'm gonna call them and see if they, if they can find something soon but until, until then I have to pay on it. Okay. Um, now I don't know if anyone explained this to you, um, so whenever you are not on an assignment, uh, we give you a total of four consecutive weeks to make a direct payment. Mm-hmm. Um, and then on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA and that's the only way to continue it from there until you return on an assignment with MAU. Okay. And then you can call us and have the coverage reinstated. Okay. Yeah. Um, and just to let you know as well, you should get a receipt sent to your email. Okay. Thank you. Yes, ma'am. You have a wonderful day. You too. Thank you. Bye-bye. 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: Um, hi. I'm calling to see if I can pay on, um, my insurance.

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

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 1236.

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

Speaker speaker_2: 240 30331 September the 6th, 1989.

Speaker speaker_1: And then phone number 404-839-9822?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is gonna be delise0906@gmail?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Give me one second. Okay, so it looks like last week wasn't active and this week it's not active so you would have to pay for both weeks.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Which comes out to a total of \$117.12.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, the name on the card that you're paying with, is it just your first and last name that's on it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And would the billing address for that card be the same address we have on file?

Speaker speaker_2: Yes.

Speaker speaker_1: Gotcha. And what is the card number?

Speaker speaker_2: Um, it's 4737 0230, um, 9184 8709.

Speaker speaker_1: And the, uh, CVC?

Speaker speaker_2: One moment. 163.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: 0428.

Speaker speaker_1: All righty, so it went through and that makes, uh, the coverage active for last week and this week.

Speaker speaker_2: So I have to pay it Monday?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I ...

Speaker speaker_1: Are you, are you not on an assignment currently?

Speaker speaker_2: Uh-uh.

Speaker speaker_1: Okay. Yeah, so it, what you paid for today was for last week and this week, so you would just call us back next week to make a payment if you want next week's coverage as well.

Speaker speaker_2: Yes, I'm gonna call them and see if they, if they can find something soon but until, until then I have to pay on it.

Speaker speaker_1: Okay. Um, now I don't know if anyone explained this to you, um, so whenever you are not on an assignment, uh, we give you a total of four consecutive weeks to make a direct payment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and then on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA and that's the only way to continue it from there until you return on an assignment with MAU.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you can call us and have the coverage reinstated.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. Um, and just to let you know as well, you should get a receipt sent to your email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.