

Transcript: VICTORIA

Taylor-6496413120675840-5170850586116096

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, supposedly I got a message from you guys. Okay. Was it like a text message or a voicemail? A text message. Something about I owe you guys a payment. Okay. Um, let me pull up your file. What's the name of the agency you work for? Uh, I work for a lot of them. I don't really... uh, BGSS? Okay. Uh, and the last four of your Social? 9375. And your first and last name? Uh, Rudy Arellano. Uh, do you spell your first name R-U-D-Y? Correct. And how do you spell your last name? A-R-E-L-L-A-N-O. A-R-E-L-L-A-N-O? Correct. Would it be under a different first name? No. So it wouldn't be, uh, Rudolfo? Rudolfo Arellano. Yeah. Okay. Do you mind verifying your address and date of birth? Uh, they're 523 Walnut Avenue, Chino, California and then August 22nd, 1984. Okay, so it looks like I have the address as 3583- 83 Delgadillo Circle, Corona, California 92882. Yes. Does the address need to be updated? Uh, yeah. Okay. And what is your current address again? Uh, you know, we don't need to update it. We can leave that one. Okay. And then phone number 951-532-4722? Yes. And then email is gonna be rudylastname84@gmail.com. So, so what, what is this actually going on? 'Cause I don't wanna get in- So this is for the medical... Sorry, uh, this is for the medical insurance being offered through BGSS. Okay. It looks like we just didn't receive a payroll deduction for the coverage this week. So the message is just letting you know that for this week, the coverage is not active. You do have the option to make a direct payment with us over the phone if you want to make the coverage active. Otherwise, it just wouldn't be active. I didn't know I had a, a medical insurance through that. Yeah, so it looks like we received a court order for you to have coverage for you and your dependent. Yeah, no, I never got, never got it, 'cause I don't work for that company no more. Okay. That's why you're getting the message, just because you're... we're not receiving payroll deductions for the coverage. So it's just letting you know if you want the coverage to be active, you do have the option to make a direct payment for it. Okay. Okay. All right. Thank you so much. You're welcome. 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: Yeah, supposedly I got a message from you guys.

Speaker speaker_1: Okay. Was it like a text message or a voicemail?

Speaker speaker_2: A text message. Something about I owe you guys a payment.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_2: Uh, I work for a lot of them. I don't really... uh, BGSS?

Speaker speaker_1: Okay. Uh, and the last four of your Social?

Speaker speaker_2: 9375.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Rudy Arellano.

Speaker speaker_1: Uh, do you spell your first name R-U-D-Y?

Speaker speaker_2: Correct.

Speaker speaker_1: And how do you spell your last name?

Speaker speaker_2: A-R-E-L-L-A-N-O.

Speaker speaker_1: A-R-E-L-L-A-N-O?

Speaker speaker_2: Correct.

Speaker speaker_1: Would it be under a different first name?

Speaker speaker_2: No.

Speaker speaker_1: So it wouldn't be, uh, Rudolfo?

Speaker speaker_2: Rudolfo Arellano. Yeah.

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

Speaker speaker_2: Uh, they're 523 Walnut Avenue, Chino, California and then August 22nd, 1984.

Speaker speaker_1: Okay, so it looks like I have the address as 3583-

Speaker speaker_2: 83 Delgadillo Circle, Corona, California 92882.

Speaker speaker_1: Yes. Does the address need to be updated?

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: Okay. And what is your current address again?

Speaker speaker_2: Uh, you know, we don't need to update it. We can leave that one.

Speaker speaker_1: Okay. And then phone number 951-532-4722?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is gonna be rudylastname84@gmail.com.

Speaker speaker_2: So, so what, what is this actually going on? 'Cause I don't wanna get in-

Speaker speaker_1: So this is for the medical... Sorry, uh, this is for the medical insurance being offered through BGSS.

Speaker speaker_2: Okay.

Speaker speaker_1: It looks like we just didn't receive a payroll deduction for the coverage this week. So the message is just letting you know that for this week, the coverage is not active. You do have the option to make a direct payment with us over the phone if you want to make the coverage active. Otherwise, it just wouldn't be active.

Speaker speaker_2: I didn't know I had a, a medical insurance through that.

Speaker speaker_1: Yeah, so it looks like we received a court order for you to have coverage for you and your dependent.

Speaker speaker_2: Yeah, no, I never got, never got it, 'cause I don't work for that company no more.

Speaker speaker_1: Okay. That's why you're getting the message, just because you're... we're not receiving payroll deductions for the coverage. So it's just letting you know if you want the coverage to be active, you do have the option to make a direct payment for it.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.