

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello, Justin. Good morning. My name is Brianna Chambers, and, um, I am... Well, first, I'm sorry. How are you doing? I'm doing well. And yourself? I'm good, thank you. Um, I was calling about, um... Well, my job reached out to me and told me that, uh, they were changing my service, and so that my insurance would be canceled. And so I needed to verify what my, um, my expiration date is on my insurance 'cause we just started it, if you don't mind helping with that. Yeah. What's the staffing agency you work for? Yes. It's gonna be Crown Staffing. And the last four of your Social? 5668. And for security purposes, can you verify your home address, including city, state and zip code, Brianna? Yeah. Of course. It's 8805 Beulah Church Road, Louisville, Kentucky. The zip code is 40251. And your date of birth? 11/28/95. And a good telephone number have is 313-859-2487. That is correct. And the email I have is b.chambers28 at Gmail? Also correct. Okay. Um, so you stated that you're no longer working with Crown Services, or your assignment ended. Is that correct? Um, they are switching services, so they're, they're transferring me over to another company, um- Okay. ... 'cause they're letting go of the actual job. So, um, they told me that I would have to re-sign up for insurance and all that, and it would be canceled. And I have a doctor's appointment coming up, so I need to know what the expiration date is. I totally understand. Um, so checking the calendar, it looks like you are currently active in the coverage for this week. Um, now will you be receiving a paycheck this week, or no? Uh, yeah, yeah. Mm-hmm. Okay, so if you will be receiving a paycheck this week, you'll have active coverage for the week of the 17th through the 23rd. Um, same thing, if you receive a paycheck next week, you'll have active coverage through the week of the 24th through the 30th. Okay, so this all just goes by pay? Correct. Okay. But, um, I guess I'm... If they're cancel- If they're gonna be canceling it and transferring it over, how would I know if there is, about a expiration date? Um, meaning like that the assignment is ending, like they're... You're hired on directly with another company? Yeah, because- So they're just- Exactly. 'Cause this won't be the same company that's through the same insurance, so. Totally understand. Um, so yeah. So, so once you do start that new assignment, or not assignment, but when you get transitioned over to the new company, um, I do know that the last check with Crown Services, um, would give you one extra week of coverage. 'Cause if you have that... If you receive that last paycheck through Crown, um, that following week will be that last week of coverage. So, whenever you receive your last paycheck through Crown, just think the, the following week would be your last week of coverage, 'cause deductions- Okay. ... will come up. Okay. Okay. Well, thank you for clearing that up. That's something I was thinking that, this staffing company as well. So, um, yeah, thank you- You're welcome. Is there anything- ... for letting me know that. ... I can help you out with today? No, you made it make sense after all, so thank you. You're welcome. You have a

great day, Brianna, okay? You too as well. Thank you. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hello, Justin. Good morning. My name is Brianna Chambers, and, um, I am... Well, first, I'm sorry. How are you doing?

Speaker speaker\_0: I'm doing well. And yourself?

Speaker speaker\_1: I'm good, thank you. Um, I was calling about, um... Well, my job reached out to me and told me that, uh, they were changing my service, and so that my insurance would be canceled. And so I needed to verify what my, um, my expiration date is on my insurance 'cause we just started it, if you don't mind helping with that.

Speaker speaker\_0: Yeah. What's the staffing agency you work for?

Speaker speaker\_1: Yes. It's gonna be Crown Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 5668.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Brianna?

Speaker speaker\_1: Yeah. Of course. It's 8805 Beulah Church Road, Louisville, Kentucky. The zip code is 40251.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 11/28/95.

Speaker speaker\_0: And a good telephone number have is 313-859-2487.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And the email I have is b.chambers28 at Gmail?

Speaker speaker\_1: Also correct.

Speaker speaker\_0: Okay. Um, so you stated that you're no longer working with Crown Services, or your assignment ended. Is that correct?

Speaker speaker\_1: Um, they are switching services, so they're, they're transferring me over to another company, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... 'cause they're letting go of the actual job. So, um, they told me that I would have to re-sign up for insurance and all that, and it would be canceled. And I have a doctor's appointment coming up, so I need to know what the expiration date is.

Speaker speaker\_0: I totally understand. Um, so checking the calendar, it looks like you are currently active in the coverage for this week. Um, now will you be receiving a paycheck this week, or no?

Speaker speaker\_1: Uh, yeah, yeah. Mm-hmm.

Speaker speaker\_0: Okay, so if you will be receiving a paycheck this week, you'll have active coverage for the week of the 17th through the 23rd. Um, same thing, if you receive a paycheck next week, you'll have active coverage through the week of the 24th through the 30th.

Speaker speaker\_1: Okay, so this all just goes by pay?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. But, um, I guess I'm... If they're cancel- If they're gonna be canceling it and transferring it over, how would I know if there is, about a expiration date?

Speaker speaker\_0: Um, meaning like that the assignment is ending, like they're... You're hired on directly with another company?

Speaker speaker\_1: Yeah, because-

Speaker speaker\_0: So they're just-

Speaker speaker\_1: Exactly. 'Cause this won't be the same company that's through the same insurance, so.

Speaker speaker\_0: Totally understand. Um, so yeah. So, so once you do start that new assignment, or not assignment, but when you get transitioned over to the new company, um, I do know that the last check with Crown Services, um, would give you one extra week of coverage. 'Cause if you have that... If you receive that last paycheck through Crown, um, that following week will be that last week of coverage. So, whenever you receive your last paycheck through Crown, just think the, the following week would be your last week of coverage, 'cause deductions-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... will come up.

Speaker speaker\_1: Okay. Okay. Well, thank you for clearing that up. That's something I was thinking that, this staffing company as well. So, um, yeah, thank you-

Speaker speaker\_0: You're welcome. Is there anything-

Speaker speaker\_1: ... for letting me know that.

Speaker speaker\_0: ... I can help you out with today?

Speaker speaker\_1: No, you made it make sense after all, so thank you.

Speaker speaker\_0: You're welcome. You have a great day, Brianna, okay?

Speaker speaker\_1: You too as well.

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

Speaker speaker\_1: Bye.