

Transcript: Justin

Mills-5413965450756096-4973953768800256

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I am calling... According to my, my card, my benefit card, I just wanna see if those are still active. Yeah, let me check on that. What's the staffing agency you work for? Um, Terra Staffing. And the last four of your Social? 9443. And what was your first and last name? Ashley Fred. And for security purposes, could you verify your home address, including city, state and zip code, Ashley? Um, 3511 South Orchard Street, C5, Tacoma, Washington 98466. And your date of birth? Um, 12/23/97. And a good telephone number it has 253-366-4304? Correct. And the email it has is ashleyfred1223@icloud? Correct. Okay, um, here, do you mind if I place you in a brief hold for one second? I gotta confirm something. Sure. Hello, are you still there? Um, yes. Awesome. Thank you so much for holding. Um, so you said that you wanted to confirm if you were still active in the coverage. Is that correct? Um, correct. Okay. Um, so looking at the calendar for this week, you're not currently active. Did you receive a paycheck last week by any chance? Um, no. Okay. So that's probably what happened. They didn't deduct anything from you last week, so you're not currently active in the coverage for this week. Um, but we are allowed to accept a direct payment if you wanted to maintain the coverage for this week. Um, no. I, I just wanted to see if I'm still active because I wanted to waive that. I'm no longer, um, under the staffing still. Okay. Well, I do know that after four consecutive weeks of non-payment, um, it'll be automatically rolled over to Cobra coverage, which is pretty much the same exact coverage that you had through Terra Staffing, just with a different insurance carrier. Now, it's not required. Um, it's totally up to you if you wanted to maintain it or not, but if you didn't receive those documents in the mail, just go ahead and disregard them if you didn't want to continue it. Okay. Sounds good. Thank you. You're welcome. Is there anything else I can help you out with today, Ashley? Um, not at all. Thank you so much. You're welcome. You have a great day, okay? You too. Bye. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I am calling... According to my, my card, my benefit card, I just wanna see if those are still active.

Speaker speaker_0: Yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_1: Um, Terra Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9443.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Ashley Fred.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Ashley?

Speaker speaker_1: Um, 3511 South Orchard Street, C5, Tacoma, Washington 98466.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Um, 12/23/97.

Speaker speaker_0: And a good telephone number it has 253-366-4304?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email it has is ashleyfred1223@icloud?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, um, here, do you mind if I place you in a brief hold for one second? I gotta confirm something.

Speaker speaker_1: Sure.

Speaker speaker_0: Hello, are you still there?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, so you said that you wanted to confirm if you were still active in the coverage. Is that correct?

Speaker speaker_1: Um, correct.

Speaker speaker_0: Okay. Um, so looking at the calendar for this week, you're not currently active. Did you receive a paycheck last week by any chance?

Speaker speaker_1: Um, no.

Speaker speaker_0: Okay. So that's probably what happened. They didn't deduct anything from you last week, so you're not currently active in the coverage for this week. Um, but we are allowed to accept a direct payment if you wanted to maintain the coverage for this week.

Speaker speaker_1: Um, no. I, I just wanted to see if I'm still active because I wanted to waive that. I'm no longer, um, under the staffing still.

Speaker speaker_0: Okay. Well, I do know that after four consecutive weeks of non-payment, um, it'll be automatically rolled over to Cobra coverage, which is pretty much the same exact coverage that you had through Terra Staffing, just with a different insurance carrier. Now, it's

not required. Um, it's totally up to you if you wanted to maintain it or not, but if you didn't receive those documents in the mail, just go ahead and disregard them if you didn't want to continue it.

Speaker speaker_1: Okay. Sounds good. Thank you.

Speaker speaker_0: You're welcome. Is there anything else I can help you out with today, Ashley?

Speaker speaker_1: Um, not at all. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right.