

Transcript: Malcolm

Nash-5494190210072576-6309807190228992

Full Transcript

It's around benefits in a bit. Is there something I can help you? Yes, I was calling to see if I need to make a payment. I'm no longer working at the uh, the, the job in which these benefits are associated with, so I was calling to see if I need to make a payment, um... So, uh, y- you can only make up to four weeks of direct payments. After four weeks of direct payments, you'll no longer be able to make payments. Right, so I've made two, I think. So I was trying to see if I need to make the other two and then go over to COBRA or whatever. Ma'am, what staffing company did you used to work before? I'm sorry? What staffing company did you used to work for? BG&Stuck. They say that she was with the- Last four of your Social? ... 4112. So, she was... Okay. First name? Jamilah. Last name? Campbell. For security purposes, can you verify address and date of birth for me? Um, address is 8839 Greenville Boulevard, New Kent, Virginia, 23124. And date of birth? Um, December 18th, 1973. Thank you. All right, so it looks like you- You have more lists. Okay. It rolled over to COBRA on 2/9/25. So, at this point you have to- Um- Go ahead. Oh, okay, so I already rolled over to COBRA because I made a payment not too long ago? So, it looks like the last payment you made was on 2/6/25. Mm-hmm. So, yeah, at this point you... it rolled over to COBRA because after four weeks of not receiving a payment or making four direct payments, they roll over to COBRA regardless. So, at this point it's already- Okay. ... rolled. Okay. Do you have a number for that? Yeah, I can give you the phone number whenever you're ready. I'm ready. It's 1-800- Mm-hmm. ... 833- Mm-hmm. ... 4296. And you're going to hit option one to speak to a representative. 1-800-833-4296, option one? Yes, ma'am. Yes, ma'am. Thank you. No problem, lady. Have a- You have a great day, a great day. No, just have a great weekend. You too. Thank you. Bye-bye. All right.

Conversation Format

Speaker speaker_0: It's around benefits in a bit. Is there something I can help you?

Speaker speaker_1: Yes, I was calling to see if I need to make a payment. I'm no longer working at the uh, the, the job in which these benefits are associated with, so I was calling to see if I need to make a payment, um...

Speaker speaker_0: So, uh, y- you can only make up to four weeks of direct payments. After four weeks of direct payments, you'll no longer be able to make payments.

Speaker speaker_1: Right, so I've made two, I think. So I was trying to see if I need to make the other two and then go over to COBRA or whatever.

Speaker speaker_0: Ma'am, what staffing company did you used to work before?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What staffing company did you used to work for?

Speaker speaker_1: BG&Stuck.

Speaker speaker_2: They say that she was with the-

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: ... 4112.

Speaker speaker_2: So, she was... Okay.

Speaker speaker_0: First name?

Speaker speaker_1: Jamilah.

Speaker speaker_0: Last name?

Speaker speaker_1: Campbell.

Speaker speaker_0: For security purposes, can you verify address and date of birth for me?

Speaker speaker_1: Um, address is 8839 Greenville Boulevard, New Kent, Virginia, 23124.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Um, December 18th, 1973.

Speaker speaker_0: Thank you. All right, so it looks like you-

Speaker speaker_1: You have more lists. Okay.

Speaker speaker_0: It rolled over to COBRA on 2/9/25. So, at this point you have to-

Speaker speaker_1: Um-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Oh, okay, so I already rolled over to COBRA because I made a payment not too long ago?

Speaker speaker_0: So, it looks like the last payment you made was on 2/6/25.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, yeah, at this point you... it rolled over to COBRA because after four weeks of not receiving a payment or making four direct payments, they roll over to COBRA regardless. So, at this point it's already-

Speaker speaker_1: Okay.

Speaker speaker_0: ... rolled.

Speaker speaker_1: Okay. Do you have a number for that?

Speaker speaker_0: Yeah, I can give you the phone number whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 833-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 4296. And you're going to hit option one to speak to a representative.

Speaker speaker_1: 1-800-833-4296, option one?

Speaker speaker_0: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem, lady. Have a-

Speaker speaker_1: You have a great day, a great day. No, just have a great weekend.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: All right.