

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yes, ma'am. I was calling because I just signed up for, um, for benefits, and I understand there's payroll deducted? Yeah. What happens if I'm unable to pick up shifts? If you're already enrolled, um, you will be able to, um, pay for four weeks yourself. Okay. If you haven't... Uh, if we... Let's say if you haven't started working, but you need the benefits, unfortunately, we, we can't, um, render the services, because the p- uh, the first payment has to come from your employer. Okay. Or through your employer. Okay. But I'm asking, like, once, w- once I pick up a shift and the money comes out, can I pay it a different way or am I gonna have to pick up shifts each week to remain enrolled? No. You, you... I mean, you could pay for four weeks straight and then it will roll over into COBRA. Okay. Mm-hmm. All right. And you could continue- Thank you so much. ... with COBRA. No problem. Thank you for giving us a call. Have a great rest of the day. You too. Mm-hmm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. I was calling because I just signed up for, um, for benefits, and I understand there's payroll deducted?

Speaker speaker_1: Yeah.

Speaker speaker_2: What happens if I'm unable to pick up shifts?

Speaker speaker_1: If you're already enrolled, um, you will be able to, um, pay for four weeks yourself.

Speaker speaker_2: Okay.

Speaker speaker_1: If you haven't... Uh, if we... Let's say if you haven't started working, but you need the benefits, unfortunately, we, we can't, um, render the services, because the p- uh, the first payment has to come from your employer.

Speaker speaker_2: Okay.

Speaker speaker_1: Or through your employer.

Speaker speaker_2: Okay. But I'm asking, like, once, w- once I pick up a shift and the money comes out, can I pay it a different way or am I gonna have to pick up shifts each week to remain enrolled?

Speaker speaker_1: No. You, you... I mean, you could pay for four weeks straight and then it will roll over into COBRA.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right.

Speaker speaker_1: And you could continue-

Speaker speaker_2: Thank you so much.

Speaker speaker_1: ... with COBRA. No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.

Speaker speaker_1: Mm-hmm.