

## **Transcript: Pamela**

**Blanc-5217989558222848-4550669265485824**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-84. This is Pamela speaking. How may I help you? Uh, yes, my name is Harold Scott and I talked to somebody yesterday, and, uh, they emailed me the different, uh, types of benefits and stuff like that. But ma'am, the question that I have that I didn't think about yesterday is, uh, once I leave the temp service, can I still have insurance or I lose my insurance? How you doing, Mr. Scott? You spoke to me yesterday. Okay. I'm Pamela. So, um, when you leave the temp agency, you're allowed to stay with us for four weeks. You'll be making the direct payment yourself, or, uh, and then it will roll over to COBRA and you can stay with COBRA up to 18 months. The difference in the payment with COBRA is not that high. Mm-hmm. Um, I cannot assure you, like, how much will be- Okay. ... the difference, but it's not that much. Okay. Now if you get hired within the company that you go for the assignment, same thing. You could stay, um, for four weeks with us while you get set up with them, and then you will have to get benefits through, uh, them or other sources, 'cause you have to be with a, with this temp agency to stay with us. Okay. Okay. All right, then. Mm-hmm. All right. Thank you, ma'am. Uh-huh. Sure. Have a great rest of the day, sir. 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 10-84. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, my name is Harold Scott and I talked to somebody yesterday, and, uh, they emailed me the different, uh, types of benefits and stuff like that. But ma'am, the question that I have that I didn't think about yesterday is, uh, once I leave the temp service, can I still have insurance or I lose my insurance?

Speaker speaker\_1: How you doing, Mr. Scott? You spoke to me yesterday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I'm Pamela. So, um, when you leave the temp agency, you're allowed to stay with us for four weeks. You'll be making the direct payment yourself, or, uh, and then it will roll over to COBRA and you can stay with COBRA up to 18 months. The difference in the payment with COBRA is not that high.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, I cannot assure you, like, how much will be-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the difference, but it's not that much.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now if you get hired within the company that you go for the assignment, same thing. You could stay, um, for four weeks with us while you get set up with them, and then you will have to get benefits through, uh, them or other sources, 'cause you have to be with a, with this temp agency to stay with us.

Speaker speaker\_2: Okay. Okay. All right, then.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: All right. Thank you, ma'am.

Speaker speaker\_1: Uh-huh. Sure. Have a great rest of the day, sir.

Speaker speaker\_2: Mm-hmm.