

## **Transcript: Pamela**

**Blanc-5383322037174272-4743986493046784**

### **Full Transcript**

Thank you for calling Benefits InterCourse. This is Pamela speaking. How may I help you? Hi, Pamela. My name is Robin McCray and, um, I'm trying to make sure, uh, well, I'm trying to keep my benefits. My job assignment ended, um, on, let me see what day that was, March the 7th, and I had called Megaforce to get a number where I can call and speak to somebody in reference to keeping the benefits. I just pay it through my other employee, and they gave me a number but that number was like, for a hearing aid. Not a hearing aid, it was for, um, the medical alert. So I'm trying to figure, I'm, I'm trying to get in touch, maybe you can help me, with the right people. I want to keep my benefits and pay whatever it is that I been paying. Mm-hmm. If that make, if that make it, if I'm making sense to you. Yes, ma'am. Okay, so what's the name of the staffing agency you work for? I was working for Megaforce but I'm no longer there. Okay. So let's pull up your file. Uh, and we'll start from there. Um, give me one second. Okay, and what's your first, uh, the last four digits of your Social? The last four digits of my Social is 9306. And you said what else? Um, your first and last name. Oh. Okay. I'm coming. My little one was choking. Um, my first name is Robin McC- my first name Robin, last name McCray. Okay. Is he okay? We're here till 8:00 Eastern time if you need to call us back. Oh, no, he fine here. He just stuck his fingers down his throat. Uh-oh. Okay. He in the teething stage so he chewing on everything. Oh, mm, all right. So, um, miss, now we, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 503 Suwanee Street, Apartment 4F, Beardsville, South Carolina, 29512, and my date of birth is May 15th, 1979. Thank you. We have a telephone number on file, 843-260-0516, and your em- email's robinmrobert79@live.com? Yes, ma'am. Okay, so you could continue the benefits with us for four weeks, right? So your first week of payment will be in, this following Monday, um, and the premium's \$20.27. Now, ev- for the, like I said, four weeks, every Monday. Now, after the four weeks it will roll over into COBRA. With COBRA you could stay up to 18 months. The payment difference is not a lot. It's, it's not like the regular COBRA and, um, you will receive information from them. I could also give you the number if you want to get ahead of the time and find information and how it's gonna work afterwards. Okay, let me get a pen right quick. So with you guys, that, that payment, can you take it strictly out of my, straight out of my bank account, or I would have to... No, ma'am. You have to call us every week because we don't save any, uh, payment information. Okay, and what's the COBRA number? Uh, wait a minute, 800-833-4296. Okay. And, um, your option is gonna be option one. Option one? Mm-hmm. Okay. All righty. All right. Anything else I could do for you, ma'am? No, that's it. Thank you. All right, thank you for giving us a call. Have a great rest of the day. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits InterCourse. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, Pamela. My name is Robin McCray and, um, I'm trying to make sure, uh, well, I'm trying to keep my benefits. My job assignment ended, um, on, let me see what day that was, March the 7th, and I had called Megaforce to get a number where I can call and speak to somebody in reference to keeping the benefits. I just pay it through my other employee, and they gave me a number but that number was like, for a hearing aid. Not a hearing aid, it was for, um, the medical alert. So I'm trying to figure, I'm, I'm trying to get in touch, maybe you can help me, with the right people. I want to keep my benefits and pay whatever it is that I been paying.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: If that make, if that make it, if I'm making sense to you.

Speaker speaker\_0: Yes, ma'am. Okay, so what's the name of the staffing agency you work for?

Speaker speaker\_1: I was working for Megaforce but I'm no longer there.

Speaker speaker\_0: Okay. So let's pull up your file. Uh, and we'll start from there. Um, give me one second. Okay, and what's your first, uh, the last four digits of your Social?

Speaker speaker\_1: The last four digits of my Social is 9306. And you said what else?

Speaker speaker\_0: Um, your first and last name.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm coming. My little one was choking. Um, my first name is Robin McC- my first name Robin, last name McCray.

Speaker speaker\_0: Okay. Is he okay? We're here till 8:00 Eastern time if you need to call us back.

Speaker speaker\_1: Oh, no, he fine here. He just stuck his fingers down his throat.

Speaker speaker\_0: Uh-oh. Okay.

Speaker speaker\_1: He in the teething stage so he chewing on everything.

Speaker speaker\_0: Oh, mm, all right. So, um, miss, now we, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: My address is 503 Suwanee Street, Apartment 4F, Beardsville, South Carolina, 29512, and my date of birth is May 15th, 1979.

Speaker speaker\_0: Thank you. We have a telephone number on file, 843-260-0516, and your em- email's robinmrobert79@live.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, so you could continue the benefits with us for four weeks, right? So your first week of payment will be in, this following Monday, um, and the premium's \$20.27. Now, ev- for the, like I said, four weeks, every Monday. Now, after the four weeks it will roll over into COBRA. With COBRA you could stay up to 18 months. The payment difference is not a lot. It's, it's not like the regular COBRA and, um, you will receive information from them. I could also give you the number if you want to get ahead of the time and find information and how it's gonna work afterwards.

Speaker speaker\_1: Okay, let me get a pen right quick. So with you guys, that, that payment, can you take it strictly out of my, straight out of my bank account, or I would have to...

Speaker speaker\_0: No, ma'am. You have to call us every week because we don't save any, uh, payment information.

Speaker speaker\_1: Okay, and what's the COBRA number?

Speaker speaker\_0: Uh, wait a minute, 800-833-4296.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And, um, your option is gonna be option one.

Speaker speaker\_1: Option one?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. All righty.

Speaker speaker\_0: All right. Anything else I could do for you, ma'am?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too.