

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits Unicor. This is Pamela speaking. How may I help you? Hi, it's Madeleine Hinge. What's your name again? I didn't quite catch it. My name is Pamela, and we are Benefits Unicor. Oh, Pamela. Yeah, nice to... Yeah, thanks for taking my call. Pamela, I had a question. So, um, I'm with, uh, Creative Circle. My assignment just, uh, ended, and, um, my recruiter told me I'm covered with medical benefits that I have through you, through them, and covered through this week of the... April 7th. But then she said if I want to continue it for a few more weeks, to contact you directly and you guys would be able to tell me what the steps are. Yes. You will be able to make the right payment every Monday for four weeks. After that it will roll over- Uh-huh. ... into COBRA if you want to continue with them. And- Oh, oh, wait, wait. I- it's, it's really hard for me to hear you. I'm wondering what it is. So if you can speak a little slower, uh, hopefully I'll catch it. That was good information. Oh, okay. So I heard, um, I can, uh, continue it for... What I heard from you is I can continue it for four more weeks and I should pay every Monday. Correct? Yes, ma'am. Okay. Uh-huh. All right. And, um, so after four weeks it will, it will roll over into COBRA and you can continue with them if you would like to. Now, if you allow me, um, I could pull up your file and see when you... Next payment will be, if, um- Uh-huh. May I have the last four digits of your Social? Um, 9923. Your first and last name? Madeleine Hinge. Uh, and what was the first, first, first name? Madeleine, M-A-D-E-L-E-I-N-E. And you said Creative Circle is the company you work for? Mm-hmm. Yeah. 9923 is your email. No- I'm so sorry. I have your data from Social. Yeah, uh-huh. Do you need my email too? No. I found it. Also, don't you guys, don't you guys, like, send out an email automatically anyway when my... um, when it comes to an end? No? No. Oh, I see. So if people don't call you, they're, they're just not getting it, huh? You will receive information from COBRA though, not from us. But that's in four weeks, if I want it. Mm-hmm. Yeah. So ... For security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. Um, 22nd of December, 1967. And I'm at 7538 Gibraltar Street, Unit G, Carlsbad, California, 92009. Thank you for the information. We have a telephone number on file, 760-815-6970. Your email is madele.■■■■.com. Perfect. All right. So your next payment, it will be on Monday the 14th. Uh-huh. Um, let me check. Uh, give me one second. So every Monday I would pay, right? Yes, ma'am. Bear with me. Uh-huh. I need to find, um, some information here. Mm-hmm. One moment, please. Okay. When you roll over to COBRA, if you decide to stay with, uh, with them, the only plan that you will not be able to carry over, it will be the life insurance. But then the dental- Mm-hmm. ... issue and the medical, you will be able to keep it. Mm-hmm. But it would be probably much more expensive, but COBRA will probably email and let me know how much their plan would be and what I would get for the plan. Is that correct? Or is it a similar plan that you guys are offering me right now? Yep. Um, it's a little b- more but not a, not as... Not a lot. I would say a couple of dollars

more, because remember- Mm-hmm. ... these are not like, uh, the regular COBRA marketplace. Oh, I see. So it would just be a very, um, simple COBRA plan. I see. Okay. Uh-huh. Mm-hmm. Um, so will you... Is there any other information that you need, ma'am? Yeah, I just, um... So what are the next steps? How do I pay? I mean- You will give us a call on Monday- Uh-huh. ... and make the direct payment. Which that -- Oh, okay. So um, I'll call you guys every Monday. And is there any confirmation that I'm going to get, uh, via email or something- Yes, ma'am. ... because I will need this later on for taxes? When you make the payment, they will send you an email with the receipt. Okay. And- Every time you make the payment. Okay. And, um, is, is there an option that you email me so that I can click on it on Monday and pay for it myself? Or do I- No, ma'am. ... literally have to call you guys? You will literally have to call. Uh-huh, and that's the only way how I... And, uh, in my receipt, it will say what kind of insurance and all of that that I have or? No. It will be a receipt stating that you paid for your health benefit and the amount that you pay. And then at the end of the year, you guys will give me some kind of, like, tax form or how does it work? We do not send those. It will be your employer. But I don't have an employer anymore. But they still are the one that are going to send this information to you because you were employed through them. Oh, okay. So for these four weeks, um, um, Creative Circle is still involved in it somehow and will, um, send me that tax stuff. Correct? Yes. Mm-hmm. Yes. Okay, cool. All right. Thanks so much. I'll make a note in my calendar to call you guys on, uh, Monday and, uh, make that payment. All right. Thanks. Mm-hmm. Yes. Pamela, quick question. What... Yeah, um, what's my total every month just so I know? You pay every week \$43.63. So- \$43.63. Okay, cool. All right. Thank you. All right. Okay. Thank you for giving us a call. Have a great rest of the day. You too. Thanks, Pamela.

## Conversation Format

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

Speaker speaker\_1: Hi, it's Madeleine Hinge. What's your name again? I didn't quite catch it.

Speaker speaker\_0: My name is Pamela, and we are Benefits Unicor.

Speaker speaker\_1: Oh, Pamela. Yeah, nice to... Yeah, thanks for taking my call. Pamela, I had a question. So, um, I'm with, uh, Creative Circle. My assignment just, uh, ended, and, um, my recruiter told me I'm covered with medical benefits that I have through you, through them, and covered through this week of the... April 7th. But then she said if I want to continue it for a few more weeks, to contact you directly and you guys would be able to tell me what the steps are.

Speaker speaker\_0: Yes. You will be able to make the right payment every Monday for four weeks. After that it will roll over-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... into COBRA if you want to continue with them. And-

Speaker speaker\_1: Oh, oh, wait, wait. I- it's, it's really hard for me to hear you. I'm wondering what it is. So if you can speak a little slower, uh, hopefully I'll catch it. That was good information.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: So I heard, um, I can, uh, continue it for... What I heard from you is I can continue it for four more weeks and I should pay every Monday. Correct?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Uh-huh.

Speaker speaker\_0: All right. And, um, so after four weeks it will, it will roll over into COBRA and you can continue with them if you would like to. Now, if you allow me, um, I could pull up your file and see when you... Next payment will be, if, um-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: Um, 9923.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Madeleine Hinge.

Speaker speaker\_0: Uh, and what was the first, first, first name?

Speaker speaker\_1: Madeleine, M-A-D-E-L-E-I-N-E.

Speaker speaker\_0: And you said Creative Circle is the company you work for?

Speaker speaker\_1: Mm-hmm. Yeah.

Speaker speaker\_0: 9923 is your email.

Speaker speaker\_1: No-

Speaker speaker\_0: I'm so sorry. I have your data from Social.

Speaker speaker\_1: Yeah, uh-huh. Do you need my email too?

Speaker speaker\_0: No. I found it.

Speaker speaker\_1: Also, don't you guys, don't you guys, like, send out an email automatically anyway when my... um, when it comes to an end? No?

Speaker speaker\_0: No.

Speaker speaker\_1: Oh, I see. So if people don't call you, they're, they're just not getting it, huh?

Speaker speaker\_0: You will receive information from COBRA though, not from us.

Speaker speaker\_1: But that's in four weeks, if I want it.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: So ... For security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Yeah. Um, 22nd of December, 1967. And I'm at 7538 Gibraltar Street, Unit G, Carlsbad, California, 92009.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 760-815-6970. Your email is madele.■■■■.com.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: All right. So your next payment, it will be on Monday the 14th.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Um, let me check. Uh, give me one second.

Speaker speaker\_1: So every Monday I would pay, right?

Speaker speaker\_0: Yes, ma'am. Bear with me.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: I need to find, um, some information here.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: One moment, please. Okay. When you roll over to COBRA, if you decide to stay with, uh, with them, the only plan that you will not be able to carry over, it will be the life insurance. But then the dental-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... issue and the medical, you will be able to keep it.

Speaker speaker\_1: Mm-hmm. But it would be probably much more expensive, but COBRA will probably email and let me know how much their plan would be and what I would get for the plan. Is that correct? Or is it a similar plan that you guys are offering me right now?

Speaker speaker\_0: Yep. Um, it's a little b- more but not a, not as... Not a lot. I would say a couple of dollars more, because remember-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... these are not like, uh, the regular COBRA marketplace.

Speaker speaker\_1: Oh, I see. So it would just be a very, um, simple COBRA plan. I see. Okay. Uh-huh. Mm-hmm.

Speaker speaker\_0: Um, so will you... Is there any other information that you need, ma'am?

Speaker speaker\_1: Yeah, I just, um... So what are the next steps? How do I pay? I mean-

Speaker speaker\_0: You will give us a call on Monday-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... and make the direct payment. Which that --

Speaker speaker\_1: Oh, okay. So um, I'll call you guys every Monday. And is there any confirmation that I'm going to get, uh, via email or something-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ... because I will need this later on for taxes?

Speaker speaker\_0: When you make the payment, they will send you an email with the receipt.

Speaker speaker\_1: Okay. And-

Speaker speaker\_0: Every time you make the payment.

Speaker speaker\_1: Okay. And, um, is, is there an option that you email me so that I can click on it on Monday and pay for it myself? Or do I-

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: ... literally have to call you guys?

Speaker speaker\_0: You will literally have to call.

Speaker speaker\_1: Uh-huh, and that's the only way how I... And, uh, in my receipt, it will say what kind of insurance and all of that that I have or?

Speaker speaker\_0: No. It will be a receipt stating that you paid for your health benefit and the amount that you pay.

Speaker speaker\_1: And then at the end of the year, you guys will give me some kind of, like, tax form or how does it work?

Speaker speaker\_0: We do not send those. It will be your employer.

Speaker speaker\_1: But I don't have an employer anymore.

Speaker speaker\_0: But they still are the one that are going to send this information to you because you were employed through them.

Speaker speaker\_1: Oh, okay. So for these four weeks, um, um, Creative Circle is still involved in it somehow and will, um, send me that tax stuff. Correct?

Speaker speaker\_0: Yes. Mm-hmm. Yes.

Speaker speaker\_1: Okay, cool. All right. Thanks so much. I'll make a note in my calendar to call you guys on, uh, Monday and, uh, make that payment.

Speaker speaker\_0: All right. Thanks.

Speaker speaker\_3: Mm-hmm. Yes.

Speaker speaker\_1: Pamela, quick question. What... Yeah, um, what's my total every month just so I know?

Speaker speaker\_0: You pay every week \$43.63. So-

Speaker speaker\_1: \$43.63. Okay, cool.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Thanks, Pamela.