

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, I'm trying, uh, to find out about my benefits for my children. Okay. Oh, and who do you work for? Uh, it was BG Staffing. BG Staffing. Uh, uh, uh. Or PG Multi-Family. And the last four digits of your Social? 1859. Your first and last name? James Felix. James? James. J-A-M-E-S. James Felix, F-E-L-I-X. Mr. Felix, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Um, I, uh, I think you have it as, uh, let's see, uh... I don't know if you have my current address but, uh, 320 Northwest 87th Street. And where is that located? Ok- Okay, thank you. Oklahoma state, Oklahoma. All right. Thank you. Is 73114 is the ZIP code of the area, sir? Yes, ma'am. So we have a phone number on file, 405-965-599-5970 and your email is via- 555- 7955@. Yeah, that's right. All right. Let's see. All right. So I see that you benefits are not active at this time. Mm-hmm. Did you stop working? Okay, um, I wanna cont- can I continue paying for the benefits? Well, you... If you pay today, you will have to pay for the last two, let me see. One, two. You will have to pay for the last two weeks. And how much is that? Uh, give me one second. Actually it's three weeks. I know it's, like, \$50 a check or something like that. Yes, but, um, I think it's three weeks. Yeah. It's, it's three, three weeks. Hold on. I'll give you in a minute, the total. Ahem. The system is not helping here. So we got one, two... Three weeks will be \$181.35. And after that, you have one more week to pay and the, then your benefits will go to COBRA and you will continue the benefits with them. So I, I'm, so I have to pay for- Yeah, if you're not working- ... three weeks? Yeah. I am working. I'm working, I'm just not with the same company. Oh, okay. So, to be able to stay with this insurance you ha-... You could pay then, uh, for four weeks which three of those you have to pay today. I mean, not today, but if you decide to pay and then you have one more week. After that, the benefits will go into COBRA. You could continue the benefits with them and, um- Is that \$50 a week? Um, I'm not sure how much it's gonna be with them, because it's not gonna go directly with us. They do go up, I'm not sure how much. It's not a big difference, but they do go up. Okay. So if I just need it for my kids, how much is that gonna be? We... You're not able to do it just for the kids 'cause you, you have this benefits 'cause you working through the staffing agency. So you have to be included on the benefits. They have to be included on the benefits? Okay. All right. Well, thanks a lot. No problem, sir. Thank you for calling Benefits in a Car. Have a great rest of the night. You as well.

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, I'm trying, uh, to find out about my benefits for my children.

Speaker speaker_1: Okay. Oh, and who do you work for?

Speaker speaker_2: Uh, it was BG Staffing.

Speaker speaker_1: BG Staffing. Uh, uh, uh.

Speaker speaker_2: Or PG Multi-Family.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 1859.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: James Felix.

Speaker speaker_1: James?

Speaker speaker_2: James. J-A-M-E-S. James Felix, F-E-L-I-X.

Speaker speaker_1: Mr. Felix, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Um, I, uh, I think you have it as, uh, let's see, uh... I don't know if you have my current address but, uh, 320 Northwest 87th Street.

Speaker speaker_1: And where is that located?

Speaker speaker_2: Ok-

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Oklahoma state, Oklahoma.

Speaker speaker_1: All right. Thank you. Is 73114 is the ZIP code of the area, sir?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So we have a phone number on file, 405-965-599-5970 and your email is via-

Speaker speaker_2: 555-

Speaker speaker_1: 7955@.

Speaker speaker_2: Yeah, that's right.

Speaker speaker_1: All right. Let's see. All right. So I see that you benefits are not active at this time.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Did you stop working?

Speaker speaker_2: Okay, um, I wanna cont- can I continue paying for the benefits?

Speaker speaker_1: Well, you... If you pay today, you will have to pay for the last two, let me see. One, two. You will have to pay for the last two weeks.

Speaker speaker_2: And how much is that?

Speaker speaker_1: Uh, give me one second. Actually it's three weeks.

Speaker speaker_2: I know it's, like, \$50 a check or something like that.

Speaker speaker_1: Yes, but, um, I think it's three weeks. Yeah. It's, it's three, three weeks. Hold on. I'll give you in a minute, the total. Ahem. The system is not helping here. So we got one, two... Three weeks will be \$181.35. And after that, you have one more week to pay and the, then your benefits will go to COBRA and you will continue the benefits with them.

Speaker speaker_2: So I, I'm, so I have to pay for-

Speaker speaker_1: Yeah, if you're not working-

Speaker speaker_2: ... three weeks?

Speaker speaker_1: Yeah.

Speaker speaker_2: I am working. I'm working, I'm just not with the same company.

Speaker speaker_1: Oh, okay. So, to be able to stay with this insurance you ha-... You could pay then, uh, for four weeks which three of those you have to pay today. I mean, not today, but if you decide to pay and then you have one more week. After that, the benefits will go into COBRA. You could continue the benefits with them and, um-

Speaker speaker_2: Is that \$50 a week?

Speaker speaker_1: Um, I'm not sure how much it's gonna be with them, because it's not gonna go directly with us. They do go up, I'm not sure how much. It's not a big difference, but they do go up.

Speaker speaker_2: Okay. So if I just need it for my kids, how much is that gonna be?

Speaker speaker_1: We... You're not able to do it just for the kids 'cause you, you have this benefits 'cause you working through the staffing agency. So you have to be included on the benefits.

Speaker speaker_2: They have to be included on the benefits? Okay. All right. Well, thanks a lot.

Speaker speaker_1: No problem, sir. Thank you for calling Benefits in a Car. Have a great rest of the night.

Speaker speaker_2: You as well.