

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey, Pearl. This is Lisa with APL. I have one of our mutual customers on the phone. His name is, uh, Jabri, I believe, Gibbs. G-I-B-B-S. His first name is J-A-B-R-I-E-N. And Mr. Gibbs is wanting to continue with coverage. He was with Focus Workforce Management. And I can give you... What information do you need, Ms. Pearl? Actually, you can just put him through. I'll have to have him verify his information anyways. Okay, all right. Well, thank you. You have a good day. No problem. You as well. Thank you. Hi, good afternoon. Who do I have the pleasure of speaking with? Hi, this is Jabrien Gibbs. All righty, um, good afternoon, Mr. Gibbs. Um, Miss Lisa from APL was telling me you wanted to g-continue your coverage? Yes, ma'am. What was the name of the staffing agency you worked for? Um, MCP. The name where, of the agency where you applied? Yes, ma'am, that's the place. I'm sorry, repeat that for me. You said MCP? Yes. Yeah, I don't have a staffing agency with that name. Um... Sorry, repeat that again? What is the name of the staffing agency you worked for? Um, I don't recall that. Hmm. Okay, so in order to, to look up your information, I will need the name of the staffing agency. Do you work for them still? Oh, the Fo- Are you talking about the Focus Work- Workforce Management? Yes, Focus Workforce. And what are the last four digits of your social? 5797. Okay. And... And no, ma'am, I don't work with them anymore. I just want to, um, continue my insurance. Okay, bear with me one moment. And what is your address and date of birth? My date of birth is August the 4th, 2001. And my address is 728 Bluebonnet Lane, Boggs River, Tennessee, zip code 38008. Okay, and I have your phone number as 804-, um, I'm sorry, I have your phone number at 731-... You're, you're cutting out, ma'am. I can't hear you. I have your phone number as 731-212-8083? Oh, yes, yes. Okay, so it looks like you haven't had coverage for a while. You wouldn't be able to keep your coverage through us but I can transfer you to COBRA and see if you're able to keep it with them. I don't know how long you have to keep your coverage with them after you stop working with the staffing agency, but I can definitely transfer you over, um, to see. Yeah, um, we, we already went through this before. Like, my, me and my mother, we went through this, like, I don't know how long ago. I think it was a month ago. But we already continued, um, the insurance plan with them. They just told us all we had to do was just mail them the money for the, um, insurance so we can keep it going. I was just calling to call so I can understand when would the payments be coming out my, um, account, and how much. That what I was calling for. Okay, so let me transfer you over to them so they can, um, give you that information because we're not who your insurance is through anymore. Your, the insurance is through them. I can actually provide their phone number for you. Um, that way you have and you can speak directly to them whenever you need. Okay, let me write the

number down. Oh, there. That phone number is... Or did you say one second? This? Hello? Can you hear me? Yes. Okay. I'm ready. It's 800-833-4096 and then you choose option one. Okay, thanks. No problem. Would you like me to transfer you over? Um, yeah, hello? All right, thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hey, Pearl. This is Lisa with APL. I have one of our mutual customers on the phone. His name is, uh, Jabri, I believe, Gibbs. G-I-B-B-S. His first name is J-A-B-R-I-E-N. And Mr. Gibbs is wanting to continue with coverage. He was with Focus Workforce Management. And I can give you... What information do you need, Ms. Pearl?

Speaker speaker_1: Actually, you can just put him through. I'll have to have him verify his information anyways.

Speaker speaker_2: Okay, all right. Well, thank you. You have a good day.

Speaker speaker_1: No problem. You as well.

Speaker speaker_2: Thank you.

Speaker speaker_1: Hi, good afternoon. Who do I have the pleasure of speaking with?

Speaker speaker_3: Hi, this is Jabrien Gibbs.

Speaker speaker_1: All righty, um, good afternoon, Mr. Gibbs. Um, Miss Lisa from APL was telling me you wanted to g-continue your coverage?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: What was the name of the staffing agency you worked for?

Speaker speaker_3: Um, MCP.

Speaker speaker_1: The name where, of the agency where you applied?

Speaker speaker_3: Yes, ma'am, that's the place.

Speaker speaker_1: I'm sorry, repeat that for me. You said MCP?

Speaker speaker_3: Yes.

Speaker speaker_1: Yeah, I don't have a staffing agency with that name.

Speaker speaker_3: Um... Sorry, repeat that again?

Speaker speaker_1: What is the name of the staffing agency you worked for?

Speaker speaker_3: Um, I don't recall that.

Speaker speaker_1: Hmm. Okay, so in order to, to look up your information, I will need the name of the staffing agency. Do you work for them still?

Speaker speaker_3: Oh, the Fo- Are you talking about the Focus Work- Workforce Management?

Speaker speaker_1: Yes, Focus Workforce. And what are the last four digits of your social?

Speaker speaker_3: 5797.

Speaker speaker_1: Okay. And...

Speaker speaker_3: And no, ma'am, I don't work with them anymore. I just want to, um, continue my insurance.

Speaker speaker_1: Okay, bear with me one moment. And what is your address and date of birth?

Speaker speaker_3: My date of birth is August the 4th, 2001. And my address is 728 Bluebonnet Lane, Boggs River, Tennessee, zip code 38008.

Speaker speaker_1: Okay, and I have your phone number as 804-, um, I'm sorry, I have your phone number at 731-...

Speaker speaker_3: You're, you're cutting out, ma'am. I can't hear you.

Speaker speaker_1: I have your phone number as 731-212-8083?

Speaker speaker_3: Oh, yes, yes.

Speaker speaker_1: Okay, so it looks like you haven't had coverage for a while. You wouldn't be able to keep your coverage through us but I can transfer you to COBRA and see if you're able to keep it with them. I don't know how long you have to keep your coverage with them after you stop working with the staffing agency, but I can definitely transfer you over, um, to see.

Speaker speaker_3: Yeah, um, we, we already went through this before. Like, my, me and my mother, we went through this, like, I don't know how long ago. I think it was a month ago. But we already continued, um, the insurance plan with them. They just told us all we had to do was just mail them the money for the, um, insurance so we can keep it going. I was just calling to call so I can understand when would the payments be coming out my, um, account, and how much. That what I was calling for.

Speaker speaker_1: Okay, so let me transfer you over to them so they can, um, give you that information because we're not who your insurance is through anymore. Your, the insurance is through them. I can actually provide their phone number for you. Um, that way you have and you can speak directly to them whenever you need.

Speaker speaker_3: Okay, let me write the number down. Oh, there.

Speaker speaker_1: That phone number is... Or did you say one second?

Speaker speaker_3: This?

Speaker speaker_1: Hello?

Speaker speaker_3: Can you hear me?

Speaker speaker_1: Yes.

Speaker speaker_3: Okay. I'm ready.

Speaker speaker_1: It's 800-833-4096 and then you choose option one.

Speaker speaker_3: Okay, thanks.

Speaker speaker_1: No problem. Would you like me to transfer you over?

Speaker speaker_3: Um, yeah, hello?

Speaker speaker_1: All right, thank you so much for calling. You have a great day.

Speaker speaker_3: You too.