

Transcript: Pearl

Rojas-6096909955022848-5648358197215232

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudon. Who does looks like you're speaking with? Uh, my name's Petra. And how can I assist you? Um, well I, I... My husband is working so he's not, he's not able to call right now, um, but we wanted to make sure that this is our health insurance through his job. Yes. We work with staffing agencies with their health coverage that they offer, so if he's enrolled and working with a, with a staffing agency... What's the name of the staffing agency he works for? Um, it's actually not a staffing agency anymore. Oh. He hired on through the company, so do we need this anymore or is this... Oh, yeah. So when he gets hired on, he has the option to make four direct payments with us to keep the coverage if he wants it, and then after that, he'll be rolled over to a company ca- uh, department called Cobra, and they'll offer to keep the coverage with him if he wants. If he doesn't want to keep this coverage because he doesn't have a paycheck from the staffing agency to take from, it'll essentially cancel itself out. Okay. Okay, so... Okay, let me... Um, let me call him and let him know that, and then if, if he doesn't need it, I will give you a call back and we'll just go ahead and cancel it. So, it- so in order to actually cancel, he would have to call, but if he does... But since he's not with the staffing agency anymore, you guys don't really have to call back if you don't want it because there's no way for them to get the deduction and it'll cancel itself. Okay, perfect. Sounds good. Thank you. No problem. Have a great day. Uh-huh.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudon. Who does looks like you're speaking with?

Speaker speaker_1: Uh, my name's Petra.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, well I, I... My husband is working so he's not, he's not able to call right now, um, but we wanted to make sure that this is our health insurance through his job.

Speaker speaker_0: Yes. We work with staffing agencies with their health coverage that they offer, so if he's enrolled and working with a, with a staffing agency... What's the name of the staffing agency he works for?

Speaker speaker_1: Um, it's actually not a staffing agency anymore.

Speaker speaker_0: Oh.

Speaker speaker_1: He hired on through the company, so do we need this anymore or is this...

Speaker speaker_0: Oh, yeah. So when he gets hired on, he has the option to make four direct payments with us to keep the coverage if he wants it, and then after that, he'll be rolled over to a company ca- uh, department called Cobra, and they'll offer to keep the coverage with him if he wants. If he doesn't want to keep this coverage because he doesn't have a paycheck from the staffing agency to take from, it'll essentially cancel itself out.

Speaker speaker_1: Okay. Okay, so... Okay, let me... Um, let me call him and let him know that, and then if, if he doesn't need it, I will give you a call back and we'll just go ahead and cancel it.

Speaker speaker_0: So, it- so in order to actually cancel, he would have to call, but if he does... But since he's not with the staffing agency anymore, you guys don't really have to call back if you don't want it because there's no way for them to get the deduction and it'll cancel itself.

Speaker speaker_1: Okay, perfect. Sounds good. Thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: Uh-huh.