

## **Transcript: Pearl**

**Rojas-6618646976184320-5203951253766144**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl Hudaoz. Who am I speaking with? Hey, Pearl, this is Aaron Bobber-Stevens. And do I have a... Sorry, what's my coverage with you guys? Can you share that with me? Of course, what staffing agency do you work for? Uh, BGSS. Uh, BG... BSSC, something like that. BG... Okay. No worries, and the last four digits of your Social? 4026. 4026. Okay. And... Okay. And your address and date of birth? Uh, at P.O. Box 376 North Hollywood, 91603. 12099... How did you find out about us? Uh, 11304 Chandler Boulevard. There we go, and what's the city and state there? North Hollywood, California. Okay, and I have your phone number as 747-295-9256? Correct. And I have your email address as bookaaronn@gmail.com? Yes. All righty. So, at the moment, you have no coverage. I have no coverage? Yep. I don't have you enrolled in anything. Did I have some coverage at one time? You did. You had coverage back, um, last year from the b- the end of August to about the end of September. So, is this like a day-by-day coverage type thing? Or week-by-week type thing? They're weekly coverages. Yeah, they're weekly coverages. Oh. So, as long as you're working with the company and the deductions are being made, then your coverage remains active. Um, but once the- there's nowhere to take the deduction from, it essentially cancels itself out. Oh, that's terrible. Okay. We can reinstate your coverage but you'll have to keep exactly what you had before. How much is it to reinstate it? Um, so you're... it w- there's not a cost to reinstate but what you would be tak- they would be taking out of your plan, your check every month, every week would be \$40.31. Well, what plan do I have? You have, um, the VIP Plus, which is your medical. You have Group Accident, which is additional coverage to your medical. You have dental, term life, vision and behavioral health. Can you transfer me to... Oh. So, can you call them? Thank you. Can you, um... T- does it, does it activate when it's, if you reactivate it, will it come into effect today? No. If I reinstate your coverage, it takes one to two weeks for the staffing agency to start making deductions, and then you'll become active the next Monday. All right. I mean, \$40 a week is kind of crazy. Um. Were you trying to just get just medical or just dental and vision? We can, you can, you can't add anything to the coverage, but if you want just the dental, we can do, we can reinstate just the dental. No, that's okay. Um, well, I mean, but, uh, but it will take two weeks for me to, to get that type of coverage, right? Correct. But it, but, but can I pay out of my pocket? No, it would have to be deductions from your staffing agency. Oh. Well, then I'll have to get jobs with them though, right? Because I don't have a job with them right now. Yeah. Okay. All right. Well, thank you. That's all I wanted to know. No problem. Thank you so much for calling. You have a great day. Okay.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl Hudaaz. Who am I speaking with?

Speaker speaker\_1: Hey, Pearl, this is Aaron Bobber-Stevens. And do I have a... Sorry, what's my coverage with you guys? Can you share that with me?

Speaker speaker\_0: Of course, what staffing agency do you work for?

Speaker speaker\_1: Uh, BGSS. Uh, BG... BSSC, something like that.

Speaker speaker\_0: BG... Okay. No worries, and the last four digits of your Social?

Speaker speaker\_1: 4026.

Speaker speaker\_0: 4026. Okay. And... Okay. And your address and date of birth?

Speaker speaker\_1: Uh, at P.O. Box 376 North Hollywood, 91603. 12099...

Speaker speaker\_0: How did you find out about us?

Speaker speaker\_1: Uh, 11304 Chandler Boulevard.

Speaker speaker\_0: There we go, and what's the city and state there?

Speaker speaker\_1: North Hollywood, California.

Speaker speaker\_0: Okay, and I have your phone number as 747-295-9256?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address as bookaaronn@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. So, at the moment, you have no coverage.

Speaker speaker\_1: I have no coverage?

Speaker speaker\_0: Yep. I don't have you enrolled in anything.

Speaker speaker\_1: Did I have some coverage at one time?

Speaker speaker\_0: You did. You had coverage back, um, last year from the b- the end of August to about the end of September.

Speaker speaker\_1: So, is this like a day-by-day coverage type thing? Or week-by-week type thing?

Speaker speaker\_0: They're weekly coverages. Yeah, they're weekly coverages.

Speaker speaker\_1: Oh.

Speaker speaker\_0: So, as long as you're working with the company and the deductions are being made, then your coverage remains active. Um, but once the- there's nowhere to take the deduction from, it essentially cancels itself out.

Speaker speaker\_1: Oh, that's terrible. Okay.

Speaker speaker\_0: We can reinstate your coverage but you'll have to keep exactly what you had before.

Speaker speaker\_1: How much is it to reinstate it?

Speaker speaker\_0: Um, so you're... it w- there's not a cost to reinstate but what you would be tak- they would be taking out of your plan, your check every month, every week would be \$40.31.

Speaker speaker\_1: Well, what plan do I have?

Speaker speaker\_0: You have, um, the VIP Plus, which is your medical. You have Group Accident, which is additional coverage to your medical. You have dental, term life, vision and behavioral health.

Speaker speaker\_2: Can you transfer me to...

Speaker speaker\_1: Oh.

Speaker speaker\_2: So, can you call them? Thank you.

Speaker speaker\_1: Can you, um... T- does it, does it activate when it's, if you reactivate it, will it come into effect today?

Speaker speaker\_0: No. If I reinstate your coverage, it takes one to two weeks for the staffing agency to start making deductions, and then you'll become active the next Monday.

Speaker speaker\_1: All right. I mean, \$40 a week is kind of crazy. Um.

Speaker speaker\_0: Were you trying to just get just medical or just dental and vision? We can, you can, you can't add anything to the coverage, but if you want just the dental, we can do, we can reinstate just the dental.

Speaker speaker\_1: No, that's okay. Um, well, I mean, but, uh, but it will take two weeks for me to, to get that type of coverage, right?

Speaker speaker\_0: Correct.

Speaker speaker\_1: But it, but, but can I pay out of my pocket?

Speaker speaker\_0: No, it would have to be deductions from your staffing agency.

Speaker speaker\_1: Oh. Well, then I'll have to get jobs with them though, right? Because I don't have a job with them right now.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay. All right. Well, thank you. That's all I wanted to know.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Okay.