

Transcript: Pearl

Rojas-6667940355948544-6185199407513600

Full Transcript

Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl, who do I have the pleasure of speaking with? Yeah, how are you doing? My name is Isaiah Matthews. And how can I assist you? Uh, Is this 400-... Don't ask. Don't ask. I was trying to see if my benefits were activated, if that makes sense. Okay. What's the name of the staffing agency you work for? Um, Surge Staffing. And the last four digits of your social? 3152. Okay. All righty. And if you can verify your address and date of birth. My address is 3323 Bedford Lane, Montgomery, Alabama 36109. And my date of birth is 04-06-1995. Okay. And your phone number is 334-777-7919? No, ma'am. That was my old number. Okay. What is your nu- your ph- actual phone number? 334-326-5795. All righty. And I have your email address as isaiahm05@gmail.com? Yes, ma'am. All righty. So, taking a look here at the moment, I don't have you with active coverage or any coverage at all. Okay, so why did I get a card? You received a card? Yeah. I received a benefits card from you guy- I mean, from Surge. Um, it looks like you were active at one time. You had coverage from the 23rd of December until the 5th of January, um, and that was the Preventive Health Plan, so that's most likely the card that you received. But at the moment, that coverage, did you stop working with Surge? Oh, yeah, ma, I did. Okay. So since there was no deductions made- But even though, they sent that, I mean, they sent me the card after I stopped working with them. Well, 'cause it takes a c- time for the card to arrive to your residence. You did have two weeks of active coverage. Um, and then because there was no deductions, that coverage just essentially canceled itself out. So that car- that card is no longer, um, active. Okay, so if I were to... I can make... I couldn't reactivate it? Like, pay on it or something? Are you... Um, so you couldn't do it through us... One, two, three, four. This is week five of no... Actually, it's been longer than that. Um, you wouldn't be able to make a direct payment with us because y- you've already had more than four weeks of, of no payments. Mm-hmm. I can transfer you over to COBRA and see if you can keep it with them. I'm not sure how long they give you after, um, you stop working with Surge but that's something we can try. Okay. Did you want me to go transfer you over to them? Yes, ma'am. Please. All righty. So I'm gonna go ahead and transfer you over and it's gonna be option one, okay? Okay. All right. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_1: Yeah, how are you doing? My name is Isaiah Matthews.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh,

Speaker speaker_2: Is this 400-...

Speaker speaker_1: Don't ask. Don't ask. I was trying to see if my benefits were activated, if that makes sense.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, Surge Staffing.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 3152.

Speaker speaker_0: Okay. All righty. And if you can verify your address and date of birth.

Speaker speaker_1: My address is 3323 Bedford Lane, Montgomery, Alabama 36109. And my date of birth is 04-06-1995.

Speaker speaker_0: Okay. And your phone number is 334-777-7919?

Speaker speaker_1: No, ma'am. That was my old number.

Speaker speaker_0: Okay. What is your nu- your ph- actual phone number?

Speaker speaker_1: 334-326-5795.

Speaker speaker_0: All righty. And I have your email address as isaiahm05@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. So, taking a look here at the moment, I don't have you with active coverage or any coverage at all.

Speaker speaker_1: Okay, so why did I get a card?

Speaker speaker_0: You received a card?

Speaker speaker_1: Yeah. I received a benefits card from you guy- I mean, from Surge.

Speaker speaker_0: Um, it looks like you were active at one time. You had coverage from the 23rd of December until the 5th of January, um, and that was the Preventive Health Plan, so that's most likely the card that you received. But at the moment, that coverage, did you stop working with Surge?

Speaker speaker_1: Oh, yeah, ma, I did.

Speaker speaker_0: Okay. So since there was no deductions made-

Speaker speaker_1: But even though, they sent that, I mean, they sent me the card after I stopped working with them.

Speaker speaker_0: Well, 'cause it takes a c- time for the card to arrive to your residence. You did have two weeks of active coverage. Um, and then because there was no deductions, that coverage just essentially canceled itself out. So that car- that card is no longer, um, active.

Speaker speaker_1: Okay, so if I were to... I can make... I couldn't reactivate it? Like, pay on it or something?

Speaker speaker_0: Are you... Um, so you couldn't do it through us... One, two, three, four. This is week five of no... Actually, it's been longer than that. Um, you wouldn't be able to make a direct payment with us because y- you've already had more than four weeks of, of no payments.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I can transfer you over to COBRA and see if you can keep it with them. I'm not sure how long they give you after, um, you stop working with Surge but that's something we can try.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you want me to go transfer you over to them?

Speaker speaker_1: Yes, ma'am. Please.

Speaker speaker_0: All righty. So I'm gonna go ahead and transfer you over and it's gonna be option one, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.