

Transcript: Sara

Marulanda-4677295962800128-4534750158995456

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits Union Card. My name is Sarah. May I have your name, please? Nathaniel Montgomery. Hello, Mr. Montgomery. How may I help you? Uh, I received a text message alert saying that, uh, I had a, uh, missing, uh, a block in missing coverage. I didn't work a week through my contracting company and- Mm-hmm. ... it was asking me if I wanted to make a payment. Uh, why... Just to verify- I, I don't know why I would want to make a payment. Does it... Will I not be covered if I have a claim the week after? Let me check that for you. May I have the name of the agency and the last four of your Social? Uh, Oxford Global Resources, and 7911. Thank you very much, Mr. Nathani- Nathaniel, or Nathaniel Montgomery. Okay, mm-hmm. And just for security purposes, can you please verify your address and date of birth? 441 Oakmont Court, Maidsville, West Virginia and 02/23/1989. Uh, email nmontgomery89@gmail.com? Correct. Phone number 304-257-3834? Correct. Thank you very much. Okay. Yes, this current week has no coverage. Um, are you going to be out of work or you're already working again? Uh, my, my question is, is does that mean I have no future coverage or just for the week that I, uh, missed payments? For this... Okay, remember, every deduction will cover the following week. If this, if this week, from the 9th to the 15th, you're going to use your insurance, there will be no coverage. Oh, okay. I mean, I've gone like over a year- Huh! ... and not used it at all, so that's where I was like, well, if I'm missing weeks, is it not going to cover me when I actually need it or how's this work? It's not going to cover just the following week after the non-deduction. Okay. Every deduction will cover the following week. Like, if you are already working and you see deduction from this coming paycheck, that deduction- Mm-hmm. ... is gonna cover the following week. The only thing is then it's not going to cover the week when, uh, when was no, no payment. Oh, okay, that's fine. Okay, so do you have any other questions for us? That, that was all. I was just wondering, like, uh, how, how that worked, uh, whether or not, uh, I just wouldn't have coverage if I missed like a couple weeks or something and whenever I... You know, I, I wanted to make sure- Yeah. ... this, this- Yes. ... coverage, it worked, i- i- or was gonna work. It, it will work as long as, uh, that week you have ca- active coverage. Okay, good. Okay, thank you very much. All right. That is all. You're more than welcome. Have a wonderful day. Uh, you too. Bye. Okay, thank you. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits Union Card. My name is Sarah. May I have your name, please? Nathaniel Montgomery. Hello, Mr. Montgomery. How may I help you? Uh, I received a text

message alert saying that, uh, I had a, uh, missing, uh, a block in missing coverage. I didn't work a week through my contracting company and- Mm-hmm. ... it was asking me if I wanted to make a payment. Uh, why... Just to verify- I, I don't know why I would want to make a payment. Does it... Will I not be covered if I have a claim the week after? Let me check that for you. May I have the name of the agency and the last four of your Social? Uh, Oxford Global Resources, and 7911. Thank you very much, Mr. Nathani- Nathaniel, or Nathaniel Montgomery. Okay, mm-hmm. And just for security purposes, can you please verify your address and date of birth? 441 Oakmont Court, Maidsville, West Virginia and 02/23/1989. Uh, email nmontgomery89@gmail.com? Correct. Phone number 304-257-3834? Correct. Thank you very much. Okay. Yes, this current week has no coverage. Um, are you going to be out of work or you're already working again? Uh, my, my question is, is does that mean I have no future coverage or just for the week that I, uh, missed payments? For this... Okay, remember, every deduction will cover the following week. If this, if this week, from the 9th to the 15th, you're going to use your insurance, there will be no coverage. Oh, okay. I mean, I've gone like over a year- Huh! ... and not used it at all, so that's where I was like, well, if I'm missing weeks, is it not going to cover me when I actually need it or how's this work? It's not going to cover just the following week after the non-deduction. Okay. Every deduction will cover the following week. Like, if you are already working and you see deduction from this coming paycheck, that deduction- Mm-hmm. ... is gonna cover the following week. The only thing is then it's not going to cover the week when, uh, when was no, no payment. Oh, okay, that's fine. Okay, so do you have any other questions for us? That, that was all. I was just wondering, like, uh, how, how that worked, uh, whether or not, uh, I just wouldn't have coverage if I missed like a couple weeks or something and whenever I... You know, I, I wanted to make sure- Yeah. ... this, this- Yes. ... coverage, it worked, i- i- or was gonna work. It, it will work as long as, uh, that week you have ca- active coverage. Okay, good. Okay, thank you very much. All right. That is all. You're more than welcome. Have a wonderful day. Uh, you too. Bye. Okay, thank you. Bye.