

Transcript: Sara

Marulanda-6468134455394304-4687576079450112

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Danielle Brucker. Hello, Ms. Brucker. How may I help you? Um, I got a text message saying that because I didn't get paid last week for work, my coverage lapsed, but I could pay, possibly pay to be covered. And I was wondering what that would cover and how long it would be for and then how much. Okay, sure. I can help you with that. And may I have the name of the agency that you are working with and the last four digits of your Social Security number? Sure. Creative Circle, uh, and um, uh, one, seven, five, six, 4872. Ms. Brucker, and just for security purposes, can you please verify your address and date of birth? Sure. Um, 4118 Crescent Street, Apartment 7E, Long Island City, New York, 11101. And my date of birth is April 21, 1970. Uh, Long Island City, right? Yes. Or I mean, it's New York City, but I guess it's fine. Okay. Okay, thank you. So do you want me to leave it like New York, New York or Long Island City, New York? Yeah. New... I mean, New York, New York is fine. Okay. Sorry. I know it's a weird thing in the borough of Queens where we are meeting. Yes. Yes, I understand. Okay. And, um, your phone number is 646-279-22... No. Hold on. One second. 7254. My number. Yeah. 7254, yes. Yeah. Let me correct that here, because we have an extra number. And is your email DanielleBrucker, BruckerNYC@gmail.com? And- That's it. ... I think we have... And we have dnb1970@gmail.com. Is that correct? Yep. Yep. Thank you very much. Okay. So are you going back to work soon or you're no longer with the company? I mean, I hope so, but as of right now, no. Okay. So you are allowed... Okay. You have 3x insurance plus group accident dental, critical illness, um, life, um, vision. Okay. Your weekly payments are 54, uh, \$54.14. Awesome. You are allowed to make up to four payments, one per week. And after the fourth... No, by the fifth week with no, uh- Yep. ... pay- uh, direct deduction from your paycheck, you will become COBRA and COBRA-eligible. Okay. Okay. Um, so can I do the four payments until I'm COBRA eligible? Sure. We can make... As I say, one per week. So any day of the week. One per week. Okay. Yes. Any day of the week you can make the payment, and that's going to cover from Monday through Sunday. And the following weeks- Got it. ... you can call any day and do the same. So at this moment- Got it. ... it will be for, um, from the 31st, uh, March 31st to April the 6th- Okay. ... that will be covered. And then I need to call next Monday or something like that? Yes. Next, uh, week any day. Okay. Got it. And it's going to cover the same, same days. So would you like to make a, the payment now? I would like to make, I would like to make a payment. Okay. And is the card under your name? Um, it is. Okay. And is the add... Your address is the same address of the card? Yep. Okay. So give me just a minute while I... And what, what card am I... Am I allowed to use American Express? Any card other than that one. Okay. Hold on. Yep. Okay. Cool. Tell me when. Okay. Give me just a minute. Uh, 10021 is your ZIP code. Okay. I'm ready for the card. Okay. It is 5262-1980-1537-3066. Here, we got, we got 5262-1980-1537-3066. Uh, 65.

3065. Okay. 65. Yes. I haven't done it in two months already. Yeah. It's okay. Don't worry. And the security code on the back of the card? Um, 102. Okay. And the expiration date? 11/25. And I'll just tell you, this isn't my full name for some reason. I didn't realize that. That's so weird. It's actually Danielle Nicole Brucker. For some reason it has my middle name. I don't know why. Okay. Well, your, your complete name is on the system, but, uh, the card- Okay. Well. ... was taken with just Danielle Bricker. So the payment- Okay. ... was done. Um, your- Okay. ... COBRA is already active and as I- Awesome. ... said, after the 6th, you can create, give us a call back next week. Uh, would you like to get- I will. ... the, the confirmation number? But anyway, we already sent an email to the Gmail Danielle Bricker. Okay. Okay. The email is fine. ... for the confirmation. I don't have a pen, so that's great. Great. Thank you so much. You're more than welcome. Um, anything else that I can help you with? No, that's it. Thank you. All righty, Ms. Bricker. So have a wonderful day, and thank you for calling Benefits in a Card. Okay. Thank you. Have a good day. Bye-bye. You as well. Mm-hmm. Bye-bye. Okay.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Danielle Brucker. Hello, Ms. Brucker. How may I help you? Um, I got a text message saying that because I didn't get paid last week for work, my coverage lapsed, but I could pay, possibly pay to be covered. And I was wondering what that would cover and how long it would be for and then how much. Okay, sure. I can help you with that. And may I have the name of the agency that you are working with and the last four digits of your Social Security number? Sure. Creative Circle, uh, and um, uh, one, seven, five, six, 4872. Ms. Brucker, and just for security purposes, can you please verify your address and date of birth? Sure. Um, 4118 Crescent Street, Apartment 7E, Long Island City, New York, 11101. And my date of birth is April 21, 1970. Uh, Long Island City, right? Yes. Or I mean, it's New York City, but I guess it's fine. Okay. Okay, thank you. So do you want me to leave it like New York, New York or Long Island City, New York? Yeah. New... I mean, New York, New York is fine. Okay. Sorry. I know it's a weird thing in the borough of Queens where we are meeting. Yes. Yes, I understand. Okay. And, um, your phone number is 646-279-22... No. Hold on. One second. 7254. My number. Yeah. 7254, yes. Yeah. Let me correct that here, because we have an extra number. And is your email DanielleBrucker, BrickerNYC@gmail.com? And- That's it. ... I think we have... And we have dnb1970@gmail.com. Is that correct? Yep. Yep. Thank you very much. Okay. So are you going back to work soon or you're no longer with the company? I mean, I hope so, but as of right now, no. Okay. So you are allowed... Okay. You have 3x insurance plus group accident dental, critical illness, um, life, um, vision. Okay. Your weekly payments are 54, uh, \$54.14. Awesome. You are allowed to make up to four payments, one per week. And after the fourth... No, by the fifth week with no, uh- Yep. ... pay- uh, direct deduction from your paycheck, you will become COBRA and COBRA-eligible. Okay. Okay. Um, so can I do the four payments until I'm COBRA eligible? Sure. We can make... As I say, one per week. So any day of the week. One per week. Okay. Yes. Any day of the week you can make the payment, and that's going to cover from Monday through Sunday. And the following weeks- Got it. ... you can call any day and do the same. So at this moment- Got it. ...

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