

## **Transcript: VICTORIA**

**Taylor-4785008724852736-5484241027252224**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. Uh, I was reaching out to see, is there a way... Well, I have a few questions. I was trying to see, is there a way that, um... One of the questions is that I needed to update my, my address with you all. And I did do that, but I was also trying to see, could I get the, um, cards that was mailed out to me and through a email, like a copy of it, like a PDF or something. Okay, sure. What's the name of the agency you work for? Uh, geez, I forgot. Integrity. Thank you. Okay. And the last four of your social? 7394. And, uh, your first and last name? Da- Damien Thomas. Okay. Uh, do you mind verifying your address and date of birth? Um, the address you all have on file right now would be 16602 Ashton Avenue, Mon- Monon, Illinois. 60428, 040692. ... on the main street 2007- Okay. Um, so it looks like I have 2045 West Grant Avenue, Sub B. They don't even work here. Not in the district. Uh, Chicago, Illinois, right? Any of this stuff- Yes. Y- Yeah, that, that's the new address. Okay. Yeah. And the phone number 464-333-0068? Yes. And then email is last name 92@gmail.com? Correct. Okay. Um, give me just a few seconds. I can look up the ID cards and email them to you real quick. All right. I'll be right back. Okay. Oh, my god. Knock you out. You try to hit one of these motherfucking things, boom. Yeah. Goddamn. That's it right there. Sounding like a pro. You can't beat that. I'm not, I'm not beating myself. Fuck. It. Then you'll be able to see his face when he comes out. Oh. Hello? Send- Yeah. Can you hear me? Yes. All right. So I just sent, uh, your ID cards to your email address. Oh, okay. All right. Uh, I had another... In the event of, um, me having to, um, leave the employer for whatever reason, um, could I pay for the, um, pay for everything out of pocket costs? Or how, how would that work? Um, so whenever you're no longer with Integrity Trade Services- Mm-hmm. ... there is a way to continue th- the coverage, but it's only temporary. Um- It's temporary. Basically, we give you four weeks after your first, or I'm sorry, four weeks after your last paycheck- Okay. ... um, to call in and make us... make a direct payment with us. Mm-hmm. But on the fifth week of not receiving a payroll deduction, um, any plans are eligible for COBRA. The only way to continue it fr- you know, at that point would be through COBRA. You said, C- COBRA? COBRA? Yeah. Um, I think you might be hitting some buttons on your phone. Oh, yeah, yeah. I'm sorry. No, you're fine. Yeah. Um, but yes, so on the fifth week of not receiving a payroll deduction, um, any plans that are eligible for COBRA will roll over to COBRA. Mm-hmm. And that's the only way to continue it from there, unfortunately. Okay. Yeah, yeah. Th- that sounds fine. All right. Well, other than that, I appreciate you. Yeah, no worries. You have a wonderful night. All right. You too. Thank you. Thank you. Bye-bye. All right. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello. Uh, I was reaching out to see, is there a way... Well, I have a few questions. I was trying to see, is there a way that, um... One of the questions is that I needed to update my, my address with you all. And I did do that, but I was also trying to see, could I get the, um, cards that was mailed out to me and through a email, like a copy of it, like a PDF or something.

Speaker speaker\_0: Okay, sure. What's the name of the agency you work for?

Speaker speaker\_1: Uh, geez, I forgot. Integrity. Thank you.

Speaker speaker\_0: Okay. And the last four of your social?

Speaker speaker\_1: 7394.

Speaker speaker\_0: And, uh, your first and last name?

Speaker speaker\_1: Da- Damien Thomas.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, the address you all have on file right now would be 16602 Ashton Avenue, Mon- Monon, Illinois. 60428, 040692.

Speaker speaker\_2: ... on the main street 2007-

Speaker speaker\_0: Okay. Um, so it looks like I have 2045 West Grant Avenue, Sub B.

Speaker speaker\_2: They don't even work here. Not in the district.

Speaker speaker\_1: Uh, Chicago, Illinois, right?

Speaker speaker\_2: Any of this stuff-

Speaker speaker\_0: Yes.

Speaker speaker\_1: Y- Yeah, that, that's the new address.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the phone number 464-333-0068?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is last name 92@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, give me just a few seconds. I can look up the ID cards and email them to you real quick.

Speaker speaker\_1: All right.

Speaker speaker\_0: I'll be right back.

Speaker speaker\_1: Okay. Oh, my god.

Speaker speaker\_2: Knock you out. You try to hit one of these motherfucking things, boom. Yeah. Goddamn. That's it right there. Sounding like a pro. You can't beat that. I'm not, I'm not beating myself. Fuck. It. Then you'll be able to see his face when he comes out. Oh.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Send- Yeah. Can you hear me?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So I just sent, uh, your ID cards to your email address.

Speaker speaker\_1: Oh, okay. All right. Uh, I had another... In the event of, um, me having to, um, leave the employer for whatever reason, um, could I pay for the, um, pay for everything out of pocket costs? Or how, how would that work?

Speaker speaker\_0: Um, so whenever you're no longer with Integrity Trade Services-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... there is a way to continue th- the coverage, but it's only temporary. Um-

Speaker speaker\_1: It's temporary.

Speaker speaker\_0: Basically, we give you four weeks after your first, or I'm sorry, four weeks after your last paycheck-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, to call in and make us... make a direct payment with us.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But on the fifth week of not receiving a payroll deduction, um, any plans are eligible for COBRA. The only way to continue it fr- you know, at that point would be through COBRA.

Speaker speaker\_1: You said, C- COBRA? COBRA?

Speaker speaker\_0: Yeah. Um, I think you might be hitting some buttons on your phone.

Speaker speaker\_1: Oh, yeah, yeah. I'm sorry.

Speaker speaker\_0: No, you're fine.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, but yes, so on the fifth week of not receiving a payroll deduction, um, any plans that are eligible for COBRA will roll over to COBRA.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And that's the only way to continue it from there, unfortunately.

Speaker speaker\_1: Okay. Yeah, yeah. Th- that sounds fine. All right. Well, other than that, I appreciate you.

Speaker speaker\_0: Yeah, no worries. You have a wonderful night.

Speaker speaker\_1: All right. You too. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: All right. Bye.