

## **Transcript: VICTORIA**

**Taylor-5315910383616000-4572478035902464**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Miss Victoria. My name is Robin McRae, and I was calling to make a payment- Okay, uh- ... for my benefits. Gotcha. What's the name of the agency you work for? It was Mega 4 Staffing. And the last four of your Social? 9306. Okay. And do you mind verifying your address and date of birth? My date of birth is May 15th, 1979, and the address is 503 Suwannee Street, Beardsdale, South Carolina, 29512, Apartment 4F. Gotcha. So number 843-260-0516? Yes, ma'am. And then email is gonna be robinmrobert79@live doc- @live.com? Yes, ma'am. Okay. All right, so this week it would be of course \$20.27. Um, the name on the card that you're paying with, is it just your first and last name or is there a middle initial? It has my middle initial. Okay. And then, uh, billing address, would it be the same address? Yes, ma'am. Okay. Give me one second. All righty. And what is the card number? It is 42941623 85905026. And the, uh, CVC? 677. And then the expiration date? 10/26. All right, so it went through and you should get a receipt to your email as well. All right, thank you. And that completes the coverage. Yes, ma'am. Uh, that makes the coverage active for this week up until Sunday, the 6th. Okay. Was there anything else- So when- ... you might need help with? Yes, ma'am. When would I be hearing from COBRA? Um, so you don't tech-... The enrollment won't roll over to COBRA until the fifth week of not receiving a payroll deduction, and this is the second week, so I would say probably the week of the 21st of April. Okay. And let me double-check, make sure I'm counting it correctly. Yeah, the tw- the week of the 21st is when it'll roll over to COBRA. Okay. Mm-hmm. Thank you. You're welcome. You have a good day. Mm. Bye-bye. Bye-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: Hi, Miss Victoria. My name is Robin McRae, and I was calling to make a payment-

Speaker speaker\_0: Okay, uh-

Speaker speaker\_1: ... for my benefits.

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

Speaker speaker\_1: It was Mega 4 Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 9306.

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

Speaker speaker\_1: My date of birth is May 15th, 1979, and the address is 503 Suwannee Street, Beardsdale, South Carolina, 29512, Apartment 4F.

Speaker speaker\_0: Gotcha. So number 843-260-0516?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is gonna be robinmrobert79@live doc- @live.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right, so this week it would be of course \$20.27. Um, the name on the card that you're paying with, is it just your first and last name or is there a middle initial?

Speaker speaker\_1: It has my middle initial.

Speaker speaker\_0: Okay. And then, uh, billing address, would it be the same address?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me one second. All righty. And what is the card number?

Speaker speaker\_1: It is 42941623 85905026.

Speaker speaker\_0: And the, uh, CVC?

Speaker speaker\_1: 677.

Speaker speaker\_0: And then the expiration date?

Speaker speaker\_1: 10/26.

Speaker speaker\_0: All right, so it went through and you should get a receipt to your email as well.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: And that completes the coverage. Yes, ma'am. Uh, that makes the coverage active for this week up until Sunday, the 6th.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else-

Speaker speaker\_1: So when-

Speaker speaker\_0: ... you might need help with?

Speaker speaker\_1: Yes, ma'am. When would I be hearing from COBRA?

Speaker speaker\_0: Um, so you don't tech-... The enrollment won't roll over to COBRA until the fifth week of not receiving a payroll deduction, and this is the second week, so I would say probably the week of the 21st of April.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And let me double-check, make sure I'm counting it correctly. Yeah, the tw- the week of the 21st is when it'll roll over to COBRA.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. You have a good day.

Speaker speaker\_1: Mm. Bye-bye.

Speaker speaker\_0: Bye-bye.