

Transcript: Estefania

Acevedo-4790558840799232-5092903030046720

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. My name is Stephanie. How can I assist you? Hi. I need to make a payment to bring my coverage current. Okay. Um, what staff and agency do you work for, as well as the last four of your Social? Uh, WorkSource, and the last four are 1568. Um, the office party will have that- Okay. And then for security purposes, could you verify your full address as well as your date of birth? Um, 1252 Cooper Drive, Springdale, Arkansas, 72764. Um, apartment number A133. And, um, you said date of birth, February 28, 1983, and that number would ... be it. Oh, no, it was just your address and your date of birth. Oh, okay. And then 479-419-0270 is your full, um... Is it still your up-to-date phone number? Mm-hmm. Yeah. Okay, and then I have your first name, last name, 15@gmail.com. Mm-hmm. Is that still up to date? Okay? Yeah. Give me one second. Let me access your account. 10:06. Do you mind holding? No, I don't mind. Okay, thank you for your hold. Um, so at the moment, you're already under COBRA enrollment. Um, so you would have to contact them to make that direct payment. Um, let me see if those plans are under COBRA. Give me one second. Okay. Are you not working with them anymore by any chance? Um, no. I haven't worked in weeks with them. Gotcha. So. Okay. So, on, like, your fifth week, you go into something called COBRA enrollment, um, that they give you the option to continue having those particular benefits, but you would have to make those direct payments through them. Give me one second, though. Let me see is, for the plans that you have, if those are under the COBRA, the WorkSource. Give me one second. So the on- only one that's under COBRA for, for the plans that you have is the dental plan. Um, you're welcome to ask them if the term life and group accident would apply, but from my knowledge, I believe it's only gonna be the dental one. Um, but I am gonna transfer you, and then they could verify that. Okay. Okay? I don't know if you have any questions before I let you go. And would you like that number as well just in case when I transfer you if the call was to drop? Yes. And are they gonna ask me, do I need to know any member number or anything? No, ma'am. Mm-mm. Okay. Okay, yeah. Um, I would like that phone number. Let me... Okay. I'm ready. So, it's gonna be, the name is COBRA Enrollment, and their phone number is 800-833-4296, and it's gonna be option number one. And I'm gonna transfer your call as well, okay? Okay. Thank you for calling Benefits in the Car- Thank you. ... and I hope you have a great day. Okay. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. I need to make a payment to bring my coverage current.

Speaker speaker_0: Okay. Um, what staff and agency do you work for, as well as the last four of your Social?

Speaker speaker_1: Uh, WorkSource, and the last four are 1568. Um, the office party will have that-

Speaker speaker_0: Okay. And then for security purposes, could you verify your full address as well as your date of birth?

Speaker speaker_1: Um, 1252 Cooper Drive, Springdale, Arkansas, 72764. Um, apartment number A133. And, um, you said date of birth, February 28, 1983, and that number would ... be it.

Speaker speaker_0: Oh, no, it was just your address and your date of birth.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And then 479-419-0270 is your full, um... Is it still your up-to-date phone number?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah. Okay, and then I have your first name, last name, 15@gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is that still up to date? Okay?

Speaker speaker_1: Yeah.

Speaker speaker_0: Give me one second. Let me access your account. 10:06. Do you mind holding?

Speaker speaker_1: No, I don't mind.

Speaker speaker_0: Okay, thank you for your hold. Um, so at the moment, you're already under COBRA enrollment. Um, so you would have to contact them to make that direct payment. Um, let me see if those plans are under COBRA. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you not working with them anymore by any chance?

Speaker speaker_1: Um, no. I haven't worked in weeks with them.

Speaker speaker_0: Gotcha.

Speaker speaker_1: So.

Speaker speaker_0: Okay. So, on, like, your fifth week, you go into something called COBRA enrollment, um, that they give you the option to continue having those particular benefits, but you would have to make those direct payments through them. Give me one second, though.

Let me see is, for the plans that you have, if those are under the COBRA, the WorkSource. Give me one second. So the on- only one that's under COBRA for, for the plans that you have is the dental plan. Um, you're welcome to ask them if the term life and group accident would apply, but from my knowledge, I believe it's only gonna be the dental one. Um, but I am gonna transfer you, and then they could verify that.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? I don't know if you have any questions before I let you go. And would you like that number as well just in case when I transfer you if the call was to drop?

Speaker speaker_1: Yes. And are they gonna ask me, do I need to know any member number or anything?

Speaker speaker_0: No, ma'am. Mm-mm.

Speaker speaker_1: Okay. Okay, yeah. Um, I would like that phone number. Let me...

Speaker speaker_2: Okay. I'm ready.

Speaker speaker_0: So, it's gonna be, the name is COBRA Enrollment, and their phone number is 800-833-4296, and it's gonna be option number one. And I'm gonna transfer your call as well, okay?

Speaker speaker_2: Okay.

Speaker speaker_0: Thank you for calling Benefits in the Car-

Speaker speaker_2: Thank you.

Speaker speaker_0: ... and I hope you have a great day.

Speaker speaker_2: Okay. You too.