

## **Transcript: Estefania**

**Acevedo-6547700109983744-4835282354880512**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name's Stephanie. How can I assist you? Hey, yes, um, I just called once the call drops, um... I'm trying to see when my insurance, um, ended for a company I was previously working for. Okay. Um, I can check but I, I do wanna tell you that, uh, th- by the fifth week of no deductions taken out of your check, the plan does get canceled. But I can verify. What staffing agency are you with? BGSS. And then what is the last four of your Social? One, zero, seven, zero. And your first and last name? Christopher Renfro. And then you said 10/70, right? Yes. For security purposes, can you verify your address and date of birth? Yes. My address is 741 Morosco Drive NE, uh, Atlanta, Georgia 30324, apartment number 1351. Uh, and my date of birth is March 10th, 1991. And 678-886-9470 is your phone number? Yes, yes. All right. So let's see. Yeah, you actually don't have active coverage since March 21st, 24th, I'm sorry. That was the last... The last day of active coverage was March 23rd and from March 24th from now, y- you don't have any, so yeah, you don't have active coverage there, so yeah. You don't have any more coverage no more 'cause we never received a deduction. You went into COBRA so that means the plan got, like, canceled. Okay, okay. And, uh, just, uh, just, um, to be clear, anything that happened after that, it wouldn't be covered then, yeah? Correct, because you don't have active coverage. So anything that happened, uh, looks like first day of active coverage was December the 2nd. From December 2nd till the 23rd, you had active coverage. So from December the 2nd to March 23rd, you had active coverage. From the March 24th till now, you don't have any active coverage. Okay, okay. Thank you very much. Mm-hmm. You're welcome. All right. Um, and then if you did wanna enroll in the future, you would have to do it within a company open enrollment which for BG they do it in, let's see, in August. So you're welcome to call in August whenever they're doing company open enrollment if you did wanna enroll. Okay, okay. Thank you very much. You're welcome. Have a nice day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name's Stephanie. How can I assist you?

Speaker speaker\_1: Hey, yes, um, I just called once the call drops, um... I'm trying to see when my insurance, um, ended for a company I was previously working for.

Speaker speaker\_0: Okay. Um, I can check but I, I do wanna tell you that, uh, th- by the fifth week of no deductions taken out of your check, the plan does get canceled. But I can verify. What staffing agency are you with?

Speaker speaker\_1: BGSS.

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

Speaker speaker\_1: One, zero, seven, zero.

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

Speaker speaker\_1: Christopher Renfroe.

Speaker speaker\_0: And then you said 10/70, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Yes. My address is 741 Morosco Drive NE, uh, Atlanta, Georgia 30324, apartment number 1351. Uh, and my date of birth is March 10th, 1991.

Speaker speaker\_0: And 678-886-9470 is your phone number?

Speaker speaker\_1: Yes, yes.

Speaker speaker\_0: All right. So let's see. Yeah, you actually don't have active coverage since March 21st, 24th, I'm sorry. That was the last... The last day of active coverage was March 23rd and from March 24th from now, y- you don't have any, so yeah, you don't have active coverage there, so yeah. You don't have any more coverage no more 'cause we never received a deduction. You went into COBRA so that means the plan got, like, canceled.

Speaker speaker\_1: Okay, okay. And, uh, just, uh, just, um, to be clear, anything that happened after that, it wouldn't be covered then, yeah?

Speaker speaker\_0: Correct, because you don't have active coverage. So anything that happened, uh, looks like first day of active coverage was December the 2nd. From December 2nd till the 23rd, you had active coverage. So from December the 2nd to March 23rd, you had active coverage. From the March 24th till now, you don't have any active coverage.

Speaker speaker\_1: Okay, okay. Thank you very much.

Speaker speaker\_0: Mm-hmm. You're welcome.

Speaker speaker\_1: All right.

Speaker speaker\_0: Um, and then if you did wanna enroll in the future, you would have to do it within a company open enrollment which for BG they do it in, let's see, in August. So you're welcome to call in August whenever they're doing company open enrollment if you did wanna enroll.

Speaker speaker\_1: Okay, okay. Thank you very much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye.