

## Transcript: Franchesca

**Baez-4855758428749824-6240010886103040**

### Full Transcript

Thank you for- Hello, can I help- How can I assist you today? Yes, ma'am. My name is Robin McRae and I was calling to, uh, make a payment. What staffing company do you work with? Mega Force. What is the last four of your Social? 9306. Go ahead and to make sure that I have the right account in front of me, can you verify your mailing address and date of birth? My date of birth is May 15th, 1979, and my address is 503 Suwannee Street, Apartment 4F. We have the best phone number to reach you then at 843-260-0516. Yes, ma'am, that's correct, just giving you a call. And we have your email then as robinmroberts@life.com? Yes, ma'am, that's it. All right, bear with me one moment and I'll place you in a brief hold. I need to verify whether or not we have already received your staffing company's payroll already. Um, due to the fact that we usually receive them Mondays all the way to Wednesdays. So I have to double check before I'm able to take a payment from you, okay? Okay, well, I'm no longer with the company, and my last day was on the 7th. And I spoke with a representative last week, and they told me in order to keep the insurance I would need to call back Monday through Wednesday and make a payment. Yes, ma'am, I understand that, that's why I need to verify whether or not we already received the payroll from your staffing company. Okay. All right, bear with me one moment. Thank you so much for holding, Ms. Robin. I apologize for the long wait. Yes, ma'am. And you did not receive a paycheck last week, right? No, ma'am. All right, there we go. So that was the final confirmation that I needed to be able to process your payment, and it will be for this week's benefits from Monday, 24th, 'til Sunday, 30th. Correct? Well, I, I don't, is it for this week or last week? Because I didn't get no check. Let me look at my calendar. My last day of work with them was on the 7th, so I got a check on the 14th and that was it. So I didn't get no check last week, either. But when I talked to the lady last week, she told me to call, like I said, Monday, Tuesday, or Wednesday this week to make a payment so that my benefits would stay current. Yes, ma'am, 'cause we did receive a payment for last week's benefits. So the only week that- Okay. ... you have not been active will be this week. Okay. All right. And then will it have the same mailing address as the one that you verified to me? The 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina, 29512. All right, and whenever you're ready, you can go ahead with the card number. Uh, oh, what I do with the card? Oh, here it is. It is 4294-16-23-8590-5026. And what is the expiration date? 10-26. And lastly, the number on the back? 677. All right, and with that being said, Ms. Robin, do you authorize Benefits in a Card to make the deduction of \$20.27 today, March 25th, 2025? Yes, ma'am. For the benefits from March 24th to the 30th from the Visa ending in 5026? Yes, ma'am. All right. And will you like to write down your confirmation number? You're also gonna get a copy of the receipt sent to the email we have on file. Okay, let me get this. I'm ready. It is going to be 285- Uh-huh. ... 906. Okay. And one other question before we hang up. Mm-hmm. Um, can I call back or do I, h- how do I wanna k- if I wanna keep this coverage, can I just call

back in Monday through third, Wednesday of next week and do the same thing? Or what needs to be done? 'Cause I wanna keep my coverage. And I don't mind- So you- ... paying for it if I have to. Let's see. So you are able to make three more payments with us over the phone. Um, however, by the fifth week, the system's gonna cancel the policy 'cause it's, the premium needs to be taken out of a pay stub provided by the staffing company. However, all three of the plans you're currently enrolled into are offered by COBRA. So once you hit that fifth week, you're eligible to enroll with them on those three plans. Okay. Uh, will I get some information from them or do I need to call them? They usually send a letter out to the mail for you to have that information. But if you like, we do have their phone number. Okay. Can I get it please? Of course. It is 800- Uh-huh. ... 833- Uh-huh. ... 4296. You said 4296? Yes, ma'am. Okay. Is there a certain time I need to call them or no? No, ma'am. As far as enrollment goes, that will be when there is a certain time. The three... So it'll be, fifth week will be marked by April 21st. That'll be the fourth week. So I believe by end of April, you'll be able to speak with them and process an enrollment. 'Cause that'll be when you hit the one, two, three, four, the fifth week by the 28th will be specifically when that fifth week will be. Okay. All right. Was there anything else aside from that information that we can provide you with today? No, ma'am. That was it. Thank you. Of course. I hope you have a wonderful rest of your day, and thank you for your time today. You too. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for-

Speaker speaker\_1: Hello, can I help-

Speaker speaker\_0: How can I assist you today?

Speaker speaker\_1: Yes, ma'am. My name is Robin McRae and I was calling to, uh, make a payment.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Mega Force.

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

Speaker speaker\_1: 9306.

Speaker speaker\_0: Go ahead and to make sure that I have the right account in front of me, can you verify your mailing address and date of birth?

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

Speaker speaker\_0: We have the best phone number to reach you then at 843-260-0516.

Speaker speaker\_1: Yes, ma'am, that's correct, just giving you a call.

Speaker speaker\_0: And we have your email then as robinmroberts@life.com?

Speaker speaker\_1: Yes, ma'am, that's it.

Speaker speaker\_0: All right, bear with me one moment and I'll place you in a brief hold. I need to verify whether or not we have already received your staffing company's payroll already. Um, due to the fact that we usually receive them Mondays all the way to Wednesdays. So I have to double check before I'm able to take a payment from you, okay?

Speaker speaker\_1: Okay, well, I'm no longer with the company, and my last day was on the 7th. And I spoke with a representative last week, and they told me in order to keep the insurance I would need to call back Monday through Wednesday and make a payment.

Speaker speaker\_0: Yes, ma'am, I understand that, that's why I need to verify whether or not we already received the payroll from your staffing company.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, bear with me one moment. Thank you so much for holding, Ms. Robin. I apologize for the long wait.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: And you did not receive a paycheck last week, right?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_0: All right, there we go. So that was the final confirmation that I needed to be able to process your payment, and it will be for this week's benefits from Monday, 24th, 'til Sunday, 30th. Correct?

Speaker speaker\_2: Well, I, I don't, is it for this week or last week? Because I didn't get no check. Let me look at my calendar. My last day of work with them was on the 7th, so I got a check on the 14th and that was it. So I didn't get no check last week, either. But when I talked to the lady last week, she told me to call, like I said, Monday, Tuesday, or Wednesday this week to make a payment so that my benefits would stay current.

Speaker speaker\_0: Yes, ma'am, 'cause we did receive a payment for last week's benefits. So the only week that-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... you have not been active will be this week.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. And then will it have the same mailing address as the one that you verified to me?

Speaker speaker\_2: The 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina, 29512.

Speaker speaker\_0: All right, and whenever you're ready, you can go ahead with the card number.

Speaker speaker\_2: Uh, oh, what I do with the card? Oh, here it is. It is 4294-16-23-8590-5026.

Speaker speaker\_0: And what is the expiration date?

Speaker speaker\_2: 10-26.

Speaker speaker\_0: And lastly, the number on the back?

Speaker speaker\_2: 677.

Speaker speaker\_0: All right, and with that being said, Ms. Robin, do you authorize Benefits in a Card to make the deduction of \$20.27 today, March 25th, 2025?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: For the benefits from March 24th to the 30th from the Visa ending in 5026?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: All right. And will you like to write down your confirmation number? You're also gonna get a copy of the receipt sent to the email we have on file.

Speaker speaker\_3: Okay, let me get this.

Speaker speaker\_2: I'm ready.

Speaker speaker\_0: It is going to be 285-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... 906.

Speaker speaker\_2: Okay. And one other question before we hang up.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: Um, can I call back or do I, h- how do I wanna k- if I wanna keep this coverage, can I just call back in Monday through third, Wednesday of next week and do the same thing? Or what needs to be done? 'Cause I wanna keep my coverage. And I don't mind-

Speaker speaker\_0: So you-

Speaker speaker\_2: ... paying for it if I have to.

Speaker speaker\_0: Let's see. So you are able to make three more payments with us over the phone. Um, however, by the fifth week, the system's gonna cancel the policy 'cause it's, the premium needs to be taken out of a pay stub provided by the staffing company. However, all three of the plans you're currently enrolled into are offered by COBRA. So once you hit that fifth week, you're eligible to enroll with them on those three plans.

Speaker speaker\_2: Okay. Uh, will I get some information from them or do I need to call them?

Speaker speaker\_0: They usually send a letter out to the mail for you to have that information. But if you like, we do have their phone number.

Speaker speaker\_2: Okay. Can I get it please?

Speaker speaker\_0: Of course. It is 800-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... 833-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... 4296.

Speaker speaker\_2: You said 4296?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Okay. Is there a certain time I need to call them or no?

Speaker speaker\_0: No, ma'am. As far as enrollment goes, that will be when there is a certain time. The three... So it'll be, fifth week will be marked by April 21st. That'll be the fourth week. So I believe by end of April, you'll be able to speak with them and process an enrollment. 'Cause that'll be when you hit the one, two, three, four, the fifth week by the 28th will be specifically when that fifth week will be.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. Was there anything else aside from that information that we can provide you with today?

Speaker speaker\_2: No, ma'am. That was it. Thank you.

Speaker speaker\_0: Of course. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_0: Bye.