

Transcript: Francesca

Baez-5800571837136896-4986365900537856

Full Transcript

Thank you for calling Benefit Center in, uh, Carolina. My name is Francesca. How can I assist you today? Hi, Francesca. I was, uh, a contractor through Creative Circle. Um, my contract, uh, was up last, last week. And I just wanted to make sure that I didn't need to do anything as far as my benefits ending. Um, I didn't want to get discharged. Um, I found health insurance on my own so I don't need it through Creative Circle any longer. So once there's no Creative Circle issued pay stub for the deductions- Mm-hmm. ... to be made from- Mm-hmm. ... the policy cancels itself by the fifth consecutive week of no payment. So it will take care of itself basically. Okay. It will, okay. Okay, so I will get... So my last check will come this Friday so that'll be the last payment that comes out? That is correct, yes. Okay. And then their system may send you, like, text messages advising you of a lapse in coverage. It might send you up to four- Mm-hmm. Okay. ... during the time that it's processing that cancellation itself. Okay, okay. So there's nothing I should have to do then? No, ma'am. Okay. Well, I really appreciate. That was easy, probably the easiest call I'm gonna make all day. Well, thank you so much and have a great Monday. Of course, thank you. It was a pleasure. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center in, uh, Carolina. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. I was, uh, a contractor through Creative Circle. Um, my contract, uh, was up last, last week. And I just wanted to make sure that I didn't need to do anything as far as my benefits ending. Um, I didn't want to get discharged. Um, I found health insurance on my own so I don't need it through Creative Circle any longer.

Speaker speaker_0: So once there's no Creative Circle issued pay stub for the deductions-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to be made from-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the policy cancels itself by the fifth consecutive week of no payment. So it will take care of itself basically.

Speaker speaker_1: Okay. It will, okay. Okay, so I will get... So my last check will come this Friday so that'll be the last payment that comes out?

Speaker speaker_0: That is correct, yes.

Speaker speaker_1: Okay.

Speaker speaker_0: And then their system may send you, like, text messages advising you of a lapse in coverage. It might send you up to four-

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: ... during the time that it's processing that cancellation itself.

Speaker speaker_1: Okay, okay. So there's nothing I should have to do then?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. Well, I really appreciate. That was easy, probably the easiest call I'm gonna make all day. Well, thank you so much and have a great Monday.

Speaker speaker_0: Of course, thank you. It was a pleasure.

Speaker speaker_1: Thanks. Bye.