

Transcript: Franchesca

Baez-5875945009627136-6680204806504448

Full Transcript

Good morning. Yes, I received a card in the mail the other day and I was seeing what it is. What does the card say? What was that? Yes, sir. What does the card say? Um, it says member on the top, through Surge, um, pharmacy, medical and providers. That will be a health insurance card, sir. Okay. I no longer w- work through the, for Surge now. I, that does not work anymore, correct? That is correct, sir. Once you stop working with the staffing company after four consecutive days of a payment not being received that has been retrieved from a pay stub that the staffing company provides you with, the policy cancels itself. Okay. If you're still receiving payments and you see the deductions for insurance, then you'll still have one more week of coverage. Okay. Yes, this is... I- I just received this just a couple days ago and I haven't worked u- for them for a while, so I just wanted to see what it was. Understood. Well, is there anything else we can assist you with today? Nope, that's it. All right. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning.

Speaker speaker_1: Yes, I received a card in the mail the other day and I was seeing what it is.

Speaker speaker_0: What does the card say?

Speaker speaker_1: What was that?

Speaker speaker_0: Yes, sir. What does the card say?

Speaker speaker_1: Um, it says member on the top, through Surge, um, pharmacy, medical and providers.

Speaker speaker_0: That will be a health insurance card, sir.

Speaker speaker_1: Okay. I no longer w- work through the, for Surge now. I, that does not work anymore, correct?

Speaker speaker_0: That is correct, sir. Once you stop working with the staffing company after four consecutive days of a payment not being received that has been retrieved from a pay stub that the staffing company provides you with, the policy cancels itself.

Speaker speaker_1: Okay.

Speaker speaker_0: If you're still receiving payments and you see the deductions for insurance, then you'll still have one more week of coverage.

Speaker speaker_1: Okay. Yes, this is... I- I just received this just a couple days ago and I haven't worked u- for them for a while, so I just wanted to see what it was.

Speaker speaker_0: Understood. Well, is there anything else we can assist you with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye-bye.