

Transcript: Franchesca

Baez-6073928237236224-4737294870822912

Full Transcript

Can you look up- Oh, okay. ... my name? What happened there? There was something about something. Okay. What was that? Hi, yes, I need that, um, make a payment. Oh, can you hear me now? I'm sorry, ma'am, you're so far away. I need to make a payment. I'm sorry, ma'am? Can you hear me? You don't- I need to make a payment. Can you hear me now? A little better. Yes, ma'am. Okay. I need to make a payment. Okay, what staffing company do work with? BGSS. Oh, my goodness. What are the last four of your Social? 40112. And then your email, plea- I mean your last name, please? Chambliss. Chamila? Hamila? That's it, Chambliss. Yes, miss. All right, and could you please verify your mailing address and your date of birth to make sure we're in the right account? 8839 Greenwood Boulevard, New Can-Virginia 23124. And you said date of birth? Mm-hmm. Uh, December 18th, 1973. I have a phone number to reach you, same as the one you're calling on, 757-293-8010. You got it? And lastly, your email is down, kekzni@yahoo.com. Yes, ma'am. All right, and then the payment that you're making is gonna reflect for the week of February the 3rd to the 9th, and it will be \$13.20 per paycheck. Okay. Yeah, 'cause I'm not, I don't, I'm not doing an assignment right now and I also, I just wanted to ask what happens if I stop working for them, do you do COBRA or how does that work? 'Cause it is a temp agency. Yes. Mm-hmm. Yes, so after there being four consecutive weeks- Okay. ... of there not being a deduction from a pay stub that BG of Staffing is providing for you, on the fifth week- Mm-hmm. ... that policy will automatically cancel itself and then you'll be COBRA eligible. I can provide you their phone number so that you can discuss with them what the pricing will be for the benefits that you currently have with your staffing company. Let me see which ones they offer. Bear with me one moment. Mm-hmm. Okay, so from your current selection of benefits... Dental. They're actually all offered. The dental, the vision, the short-term disability, excuse me, the critical illness and the group accident. Mm-hmm. All of your five plans are offered by COBRA as well. Okay. And how many weeks have you shown that, uh, I haven't? Is it one? Or is it two? Yes, this will be the first week that we didn't receive anything. So it's three more weeks before they would, I would have to go with, uh, COBRA? Yes, ma'am. That is correct. Okay, let me go ahead and make this payment. Um... Will the billing information on the card you're using be the same one as the one that we verified? Absolutely. Yes, ma'am. Oh, I'm getting old, I feel bad. My stomach is killing me . I know. All right, so I am all set. Whenever you're ready, you can start with that card number. Um, it is... I'm sorry, my son's calling. He's getting off the school bus. He's probably about to end up... Um, it is... I'm sorry, waiting for the card number to show. It's 4472-2700-3063-9397. Uh... And what is the expiration date? It is, um, 12/28. Uh, and this, you need the security code? Yes, ma'am.

Conversation Format

Speaker speaker_0: Can you look up-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... my name? What happened there?

Speaker speaker_1: There was something about something. Okay.

Speaker speaker_0: What was that?

Speaker speaker_1: Hi, yes, I need that, um, make a payment.

Speaker speaker_0: Oh, can you hear me now?

Speaker speaker_1: I'm sorry, ma'am, you're so far away.

Speaker speaker_0: I need to make a payment.

Speaker speaker_1: I'm sorry, ma'am?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: You don't-

Speaker speaker_0: I need to make a payment. Can you hear me now?

Speaker speaker_1: A little better. Yes, ma'am.

Speaker speaker_0: Okay. I need to make a payment.

Speaker speaker_1: Okay, what staffing company do work with?

Speaker speaker_0: BGSS. Oh, my goodness.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_0: 40112.

Speaker speaker_1: And then your email, plea- I mean your last name, please?

Speaker speaker_0: Chambliss.

Speaker speaker_1: Chamila? Hamila?

Speaker speaker_0: That's it, Chambliss. Yes, miss.

Speaker speaker_1: All right, and could you please verify your mailing address and your date of birth to make sure we're in the right account?

Speaker speaker_0: 8839 Greenwood Boulevard, New Can- Virginia 23124. And you said date of birth?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, December 18th, 1973.

Speaker speaker_1: I have a phone number to reach you, same as the one you're calling on, 757-293-8010.

Speaker speaker_0: You got it?

Speaker speaker_1: And lastly, your email is down, kekhni@yahoo.com.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, and then the payment that you're making is gonna reflect for the week of February the 3rd to the 9th, and it will be \$13.20 per paycheck.

Speaker speaker_0: Okay. Yeah, 'cause I'm not, I don't, I'm not doing an assignment right now and I also, I just wanted to ask what happens if I stop working for them, do you do COBRA or how does that work? 'Cause it is a temp agency.

Speaker speaker_1: Yes. Mm-hmm. Yes, so after there being four consecutive weeks-

Speaker speaker_0: Okay.

Speaker speaker_1: ... of there not being a deduction from a pay stub that BG of Staffing is providing for you, on the fifth week-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... that policy will automatically cancel itself and then you'll be COBRA eligible. I can provide you their phone number so that you can discuss with them what the pricing will be for the benefits that you currently have with your staffing company. Let me see which ones they offer. Bear with me one moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, so from your current selection of benefits... Dental. They're actually all offered. The dental, the vision, the short-term disability, excuse me, the critical illness and the group accident.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All of your five plans are offered by COBRA as well.

Speaker speaker_0: Okay. And how many weeks have you shown that, uh, I haven't? Is it one? Or is it two?

Speaker speaker_1: Yes, this will be the first week that we didn't receive anything.

Speaker speaker_0: So it's three more weeks before they would, I would have to go with, uh, COBRA?

Speaker speaker_1: Yes, ma'am. That is correct.

Speaker speaker_0: Okay, let me go ahead and make this payment. Um...

Speaker speaker_1: Will the billing information on the card you're using be the same one as the one that we verified?

Speaker speaker_0: Absolutely. Yes, ma'am. Oh, I'm getting old, I feel bad. My stomach is killing me .

Speaker speaker_1: I know. All right, so I am all set. Whenever you're ready, you can start with that card number.

Speaker speaker_0: Um, it is... I'm sorry, my son's calling. He's getting off the school bus. He's probably about to end up... Um, it is... I'm sorry, waiting for the card number to show. It's 4472-2700-3063-9397. Uh...

Speaker speaker_1: And what is the expiration date?

Speaker speaker_0: It is, um, 12/28. Uh, and this, you need the security code?

Speaker speaker_1: Yes, ma'am.