

Transcript: Justin

Mills-5834567293911040-6063058782306304

Full Transcript

Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hi, Justin. My name is Stephanie and I'm just calling to make sure that my plan with Benefits In A Card was canceled, 'cause I have switched jobs so I'm no longer with the employer I was enrolled through. Yeah. Let me verify that. What's the staffing agency you used to work for? Uh, Creative Circle. And the last four of your Social? 9484. And what was your last name, Stephanie? Ward, W-A-R-D. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Stephanie? Yep. Um, I believe it's 49 Lawndale Road, Milton, Mass 02186. And your date of birth? January 2nd, 1995. And a good telephone number have a 617-875-2386? Yep. And the email have is steffw1295@Gmail? Yep. Okay. So looking at the file, it looks like you're still enrolled in the benefits offered through Creative Circle. However, checking the calendar- Oh, okay. ... you're not currently active. Um- Okay. ... I do know after four consecutive weeks of non-payment, the, the coverage usually rolls over to Cobra coverage, which it rolls off automatically, but it still gives you the option to maintain the coverage, uh, if you wanted to, just with a different insurance carrier. Um, but yes, as of right now- Uh- ... you're no longer active. Okay. Um, I wouldn't like to continue with the Cobra. I have new insurance through my, um, new employer. So if there's a way to make sure that that is canceled as well, that would be great. I totally understand. But the Cobra coverage is automatic. Um, you would just receive documentation- Oh, okay. ... in the mail once everything is dropped off completely. Um, then once you receive that information in the mail, you can go ahead and disregard it since you no longer want to continue the coverage. Okay. Okay. So I won't be paying into that even if it automatically rolls over? Correct. Okay. That works. Thank you. You're welcome. You have a great day, okay? You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits In A Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. My name is Stephanie and I'm just calling to make sure that my plan with Benefits In A Card was canceled, 'cause I have switched jobs so I'm no longer with the employer I was enrolled through.

Speaker speaker_0: Yeah. Let me verify that. What's the staffing agency you used to work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9484.

Speaker speaker_0: And what was your last name, Stephanie?

Speaker speaker_1: Ward, W-A-R-D.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Stephanie?

Speaker speaker_1: Yep. Um, I believe it's 49 Lawndale Road, Milton, Mass 02186.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 2nd, 1995.

Speaker speaker_0: And a good telephone number have a 617-875-2386?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email have is steffw1295@Gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So looking at the file, it looks like you're still enrolled in the benefits offered through Creative Circle. However, checking the calendar-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you're not currently active. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I do know after four consecutive weeks of non-payment, the, the coverage usually rolls over to Cobra coverage, which it rolls off automatically, but it still gives you the option to maintain the coverage, uh, if you wanted to, just with a different insurance carrier. Um, but yes, as of right now-

Speaker speaker_1: Uh-

Speaker speaker_0: ... you're no longer active.

Speaker speaker_1: Okay. Um, I wouldn't like to continue with the Cobra. I have new insurance through my, um, new employer. So if there's a way to make sure that that is canceled as well, that would be great.

Speaker speaker_0: I totally understand. But the Cobra coverage is automatic. Um, you would just receive documentation-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... in the mail once everything is dropped off completely. Um, then once you receive that information in the mail, you can go ahead and disregard it since you no

longer want to continue the coverage.

Speaker speaker_1: Okay. Okay. So I won't be paying into that even if it automatically rolls over?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. That works. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.