

Transcript: Justin

Mills-6510470940639232-5157919972442112

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Um, I have insurance with Benefits and a Card right now through my employer, and that employment is ending this week as of March 23rd. So, I just wanted to find out what I need to do to, um, continue having insurance. Um, I had called a little while ago, but I ran out of time, and they said to call back Monday and to pay, um, the d- deductibles for next week. And then after that, it would roll over to COBRA, but I just wanted to call back and just clarify what my next steps are. Okay, so Creative Circle, what's the last four of your Social? 3164. And what was your first and last name? Sabrina Gilmore. G-I-L-M-O-R-E. And for security purposes, can you verify your home address, including city, state and zip code, Sabrina? 3940 Beach Street, Cincinnati, Ohio 45227, Apartment 1. And your date of birth? 04/08/71. And a good telephone number, have a 617-835-5204? Yes. And the email, have a sabrina@thankyouenjoy.com? Yes. Okay. Um, so let's see. Now, will you be receiving a paycheck this week or no? I will not. Actually, I didn't work last week, um, but the employment contract, is contracted to the end of this week, but I will not be receiving a check, no. Okay, um, so since you're not receiving a paycheck this week, you would call in on Monday the 24th to make a direct payment for that week, and then every Monday for four weeks, um, to make that direct payment to maintain the coverage. And then after that fourth consecutive week of direct payment, you would receive information regarding COBRA coverage, which is pretty much the same exact coverage that you have now with Creative Circle, just with a different insurance carrier. Okay, perfect. Um, does Monday the 24th, does that, um, count as one of the four weeks? Uh, yes, ma'am. So if you called in on Monday- Okay. ... that would be your start of the first week, or f- first of the four s- four weeks. Okay, perfect. All right. That sounds great. Um, anything else I need to know? Um, not that I'm aware of. Okay. Yeah, sounds good. Alrighty, appreciate the info. Thank you so much. You're welcome. You have a great day, okay? You too. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Um, I have insurance with Benefits and a Card right now through my employer, and that employment is ending this week as of March 23rd. So, I just wanted to find out what I need to do to, um, continue having insurance. Um, I had called a little while ago, but I ran out of time, and they said to call back Monday and to pay, um, the d-

deductibles for next week. And then after that, it would roll over to COBRA, but I just wanted to call back and just clarify what my next steps are.

Speaker speaker_0: Okay, so Creative Circle, what's the last four of your Social?

Speaker speaker_1: 3164.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Sabrina Gilmore. G-I-L-M-O-R-E.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Sabrina?

Speaker speaker_1: 3940 Beach Street, Cincinnati, Ohio 45227, Apartment 1.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 04/08/'71.

Speaker speaker_0: And a good telephone number, have a 617-835-5204?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email, have a sabrina@thankyouenjoy.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let's see. Now, will you be receiving a paycheck this week or no?

Speaker speaker_1: I will not. Actually, I didn't work last week, um, but the employment contract, is contracted to the end of this week, but I will not be receiving a check, no.

Speaker speaker_0: Okay, um, so since you're not receiving a paycheck this week, you would call in on Monday the 24th to make a direct payment for that week, and then every Monday for four weeks, um, to make that direct payment to maintain the coverage. And then after that fourth consecutive week of direct payment, you would receive information regarding COBRA coverage, which is pretty much the same exact coverage that you have now with Creative Circle, just with a different insurance carrier.

Speaker speaker_1: Okay, perfect. Um, does Monday the 24th, does that, um, count as one of the four weeks?

Speaker speaker_0: Uh, yes, ma'am. So if you called in on Monday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that would be your start of the first week, or f- first of the four s- four weeks.

Speaker speaker_1: Okay, perfect. All right. That sounds great. Um, anything else I need to know?

Speaker speaker_0: Um, not that I'm aware of.

Speaker speaker_1: Okay. Yeah, sounds good. Alrighty, appreciate the info. Thank you so much.

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

Speaker speaker_1: You too. You too. Bye-bye.

Speaker speaker_0: Bye-bye.