

## Transcript: Pamela

**Blanc-4527886777237504-6489116249210880**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... Yeah. ...

0:00:15.680,0:00:14.000 The Benefits Center Call, this is Pamela speaking. How may I help you? Hi. Um, I'm calling because I got a text saying that there's a lapse in coverage. Um, my, the offices that I work for were closed for the last, uh, no they were closed for two weeks because of the, um, holidays. Um, do I need to pay extra or do, does the coverage continue now that we're back? If you didn't use the benefits, you don't have to worry about it, but if you did, then you have to pa- make the direct payment yourself so that way you don't have a, um, you'll be covered. Gotcha. Thank you. So I, okay. So I didn't use it, so I don't need to pay it, right? Um, so like- Oh. ... if you did not use it then you don't have to worry about it. They will cons-, when you start working, they will restart the, um, the deductions but keep in mind- Okay. ... that your benefits are not active at this time. Okay. And how, how long after the payment does it ge- become active again? Uh, it usually the following Monday after we receive the payment. Oh, okay. Okay. Gotcha. Thank you. All right. Just, um, give us a call, um, when you see the deductions starting again. Mm-hmm. And just to make sure they, they are active. Okay. Sounds good. All right. Anything else- Thank you. ... I can do for you? No, no, that's it. All right. Thank you for giving us a call. Have a great rest of the day. Okay. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ...

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... 0:00:15.680,0:00:14.000 The Benefits Center Call, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. Um, I'm calling because I got a text saying that there's a lapse in coverage. Um, my, the offices that I work for were closed for the last, uh, no they were closed for two weeks because of the, um, holidays. Um, do I need to pay extra or do, does the coverage continue now that we're back?

Speaker speaker\_1: If you didn't use the benefits, you don't have to worry about it, but if you did, then you have to pa- make the direct payment yourself so that way you don't have a, um, you'll be covered.

Speaker speaker\_2: Gotcha.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: So I, okay. So I didn't use it, so I don't need to pay it, right?

Speaker speaker\_1: Um, so like-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... if you did not use it then you don't have to worry about it. They will cons-, when you start working, they will restart the, um, the deductions but keep in mind-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that your benefits are not active at this time.

Speaker speaker\_2: Okay. And how, how long after the payment does it ge- become active again?

Speaker speaker\_1: Uh, it usually the following Monday after we receive the payment.

Speaker speaker\_2: Oh, okay. Okay. Gotcha. Thank you.

Speaker speaker\_1: All right. Just, um, give us a call, um, when you see the deductions starting again.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And just to make sure they, they are active.

Speaker speaker\_2: Okay. Sounds good.

Speaker speaker\_1: All right. Anything else-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... I can do for you?

Speaker speaker\_2: No, no, that's it.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: Okay. Thank you.