

Transcript: Pamela

Blanc-5696095290966016-4837741412794368

Full Transcript

Thank you for calling Medical National Guard. This is Pamela speaking. How may I help you? Yeah, this is Bobby Shrum. I enrolled in y'all's insurance, uh, I was on temporary to, uh, Temporary Staffing and they let me go before I even got to use the insurance. So, I mean, and y- I know y'all are still taking it out of the last checks I'm go- I'm getting, but I'm no longer work- You're no longer employed? I'm no longer working. Okay. No, I'm not employed with them and I haven't even got my insurance cards or nothing. Okay. So, what's the staffing agency you work for? Uh, HG Staffing. May I have the last four digits of your Social? Uh, 402-17-5443. And your first and last name, sir? Uh, Bobby, B-O-B-B-Y. Shrum, S-H-R-U-M. So you should've... You should be receiving the ID card this week but since you're no longer with them, um... No, that's... They relieved me from my duties. Okay. So, your benefits will be active until the 16th. If you would like us to check if the ID are generated in our system and send you a temporary one to your email, so you can use it while they... You're active. Uh, well, it don't, it don't matter. I mean, I don't need it. I don't guess. Okay. So, the benefits will, um, automatically cancel since you're not, you're no longer working for them. Yeah. If I go ahead and cancel now and you want to come and decide to go back to work, let's say, next month or so, you won't be able to reinstate the benefits. So, leave it at- Right. ... leave it as it is. You're not gonna get, um, charged for it because they're going to automatically cancel. Well, I've already got charged I think for two payments already at \$87 or... Yes. A check. Because when, when you enrolled they, um, take the first week. That's when the benefits are being, um, processed and then, um, the ID usually takes seven to 10 days to arrive after benefits are active. Yeah. So, that's why I said if you want me to send you the ID card so you can use it while they active, I could do that. No, that's fine. I just... I'll just take the loss, I guess, and forget about it because I'm not planning on working with them again because I, I mean... I under- They done Is there anything else I could do for you, sir? No, no, that's it. All right. Yep, yep. I will now go ahead and cancel those benefits. Thank you for speaking with Medical- Okay, I appreciate it. Have a great... We'll support you. All right, thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical National Guard. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, this is Bobby Shrum. I enrolled in y'all's insurance, uh, I was on temporary to, uh, Temporary Staffing and they let me go before I even got to use the insurance. So, I mean, and y- I know y'all are still taking it out of the last checks I'm go- I'm

getting, but I'm no longer work- You're no longer employed? I'm no longer working. Okay. No, I'm not employed with them and I haven't even got my insurance cards or nothing.

Speaker speaker_0: Okay. So, what's the staffing agency you work for?

Speaker speaker_1: Uh, HG Staffing.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: Uh, 402-17-5443.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Uh, Bobby, B-O-B-B-Y. Shrum, S-H-R-U-M.

Speaker speaker_0: So you should've... You should be receiving the ID card this week but since you're no longer with them, um...

Speaker speaker_1: No, that's... They relieved me from my duties.

Speaker speaker_0: Okay. So, your benefits will be active until the 16th. If you would like us to check if the ID are generated in our system and send you a temporary one to your email, so you can use it while they... You're active.

Speaker speaker_1: Uh, well, it don't, it don't matter. I mean, I don't need it. I don't guess.

Speaker speaker_0: Okay. So, the benefits will, um, automatically cancel since you're not, you're no longer working for them.

Speaker speaker_1: Yeah.

Speaker speaker_0: If I go ahead and cancel now and you want to come and decide to go back to work, let's say, next month or so, you won't be able to reinstate the benefits. So, leave it at-

Speaker speaker_1: Right.

Speaker speaker_0: ... leave it as it is. You're not gonna get, um, charged for it because they're going to automatically cancel.

Speaker speaker_1: Well, I've already got charged I think for two payments already at \$87 or...

Speaker speaker_0: Yes.

Speaker speaker_1: A check.

Speaker speaker_0: Because when, when you enrolled they, um, take the first week. That's when the benefits are being, um, processed and then, um, the ID usually takes seven to 10 days to arrive after benefits are active.

Speaker speaker_1: Yeah.

Speaker speaker_0: So, that's why I said if you want me to send you the ID card so you can use it while they active, I could do that.

Speaker speaker_1: No, that's fine. I just... I'll just take the loss, I guess, and forget about it because I'm not planning on working with them again because I, I mean...

Speaker speaker_0: I under-

Speaker speaker_1: They done

Speaker speaker_0: Is there anything else I could do for you, sir?

Speaker speaker_1: No, no, that's it.

Speaker speaker_0: All right.

Speaker speaker_1: Yep, yep.

Speaker speaker_0: I will now go ahead and cancel those benefits. Thank you for speaking with Medical-

Speaker speaker_1: Okay, I appreciate it.

Speaker speaker_0: Have a great... We'll support you.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Bye.