

## Transcript: Pearl

**Rojas-4755244771360768-6705825509457920**

### Full Transcript

Hi. Good morning, thank you for calling Benefits in a Card. My name is Pearl. Who the hell is what I'm speaking with? Hi, Pearl, this is Kaleena. And how can I assist you, Miss Kaleena? Yeah, I wanted to know if my policy has ended or when it does end and if there's a way for me to extend it if I want to keep it. O- Okay. What's the name of the staffing agency you work for? TRC. And the last four digits of your social? 3435. All righty. Let's take a look here. Give me one moment. Okay. Will you repeat your name for me? Uh, Kaleena Edwards. Kaleena. Okay, yeah. And you said TRC Staffing, correct? Over here. Okay. Yeah. 10- And if you can verify your address and date of birth. Uh, 9505 Royal Lane, Apartment 1111, Dallas, Texas 75243. And then my birthday, 02-12-1993. Okay, and I have your phone number as 49-940-222-7206. Yes. And I have your email address as kaleenedwards7@gmail.com? Yes. Okay, so you do have active coverage still. Um, you have active coverage until the 27th. You no longer work with TRC Staffing? Right, mm-hmm. Okay, so you can keep your coverage active through us for the next four consecutive weeks. You would just call to make a direct payment on every Monday for \$5.66. On week five, you'll get a notice from a department called COBRA. They'll offer to have your coverage continued through them. Um, I'm not sure if the payments are the same, if the coverage is the same, um, but they will send you a notice in the mail and once you give them a call, provide all those details, but that'll be around week five. Oh, okay. So you said for now I can extend it for an additional four weeks after, uh, April 27th? Correct. This week, 'cause will you receive a paycheck this week on the 25th? No, uh-uh. Okay. So yeah, you'll give us a call on Monday the 28th to make a direct payment. Um, and then you'll do that for the next four, the next four consecutive weeks. And then week five is when you'll hear from COBRA. Okay. And how much you said is it, it is again? \$5.66 a week. Okay. Also, um, is there a way to find out, um, what I, what it covers me for? Or what like the copays would be, like if y'all have like a pamphlet to send to my email? Yeah, I can send you a copy of the benefit guide or I could explain them to you. Um, dental and vision are pretty simple as far as coverage wise. Okay. Do I have vision through y'all too or is that through MetLife? So with the- Or do y'all do that too? Yep, we do... We're the administrators so we take care of like enrollments, cancellations, things like that. Um, so your vision is, the actual insurance carrier is MetLife and then with your dental, it's American Public Life. Oh, okay. But I can go through y'all to do all of it? Correct. And is that also \$5.66 for the MetLife vision or is those under the same amount of, like in the same amount of \$5.66? Yep, so it's both of them together is the \$5.66. Oh, okay. Okay, yeah, if you don't mind sending me the stuff in the email about the, the dental stuff, I would really appreciate it so I can know- Yeah, no worries. ... what I can get done. Of course. I'll go ahead and get that sent to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If- Mm-hmm. ... you don't see it in your inbox, try the Spam or Junk folder. And it'll be just a moment while I send

that out, okay? Yes. And the phone number, uh, is 1-800-497-4866 to call y'all when I'm ready to make a payment on next Monday. Yes, ma'am. All right, thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Thanks. And bye-bye.

## Conversation Format

Speaker speaker\_0: Hi. Good morning, thank you for calling Benefits in a Card. My name is Pearl. Who the hell is what I'm speaking with?

Speaker speaker\_1: Hi, Pearl, this is Kaleena.

Speaker speaker\_0: And how can I assist you, Miss Kaleena?

Speaker speaker\_1: Yeah, I wanted to know if my policy has ended or when it does end and if there's a way for me to extend it if I want to keep it.

Speaker speaker\_0: O- Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: TRC.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 3435.

Speaker speaker\_0: All righty. Let's take a look here. Give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Will you repeat your name for me?

Speaker speaker\_1: Uh, Kaleena Edwards.

Speaker speaker\_0: Kaleena. Okay, yeah. And you said TRC Staffing, correct? Over here. Okay.

Speaker speaker\_1: Yeah. 10-

Speaker speaker\_0: And if you can verify your address and date of birth.

Speaker speaker\_1: Uh, 9505 Royal Lane, Apartment 1111, Dallas, Texas 75243. And then my birthday, 02-12-1993.

Speaker speaker\_0: Okay, and I have your phone number as 49- 940-222-7206.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as kaleenedwards7@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so you do have active coverage still. Um, you have active coverage until the 27th. You no longer work with TRC Staffing?

Speaker speaker\_1: Right, mm-hmm.

Speaker speaker\_0: Okay, so you can keep your coverage active through us for the next four consecutive weeks. You would just call to make a direct payment on every Monday for \$5.66. On week five, you'll get a notice from a department called COBRA. They'll offer to have your coverage continued through them. Um, I'm not sure if the payments are the same, if the coverage is the same, um, but they will send you a notice in the mail and once you give them a call, provide all those details, but that'll be around week five.

Speaker speaker\_1: Oh, okay. So you said for now I can extend it for an additional four weeks after, uh, April 27th?

Speaker speaker\_0: Correct. This week, 'cause will you receive a paycheck this week on the 25th?

Speaker speaker\_1: No, uh-uh.

Speaker speaker\_0: Okay. So yeah, you'll give us a call on Monday the 28th to make a direct payment. Um, and then you'll do that for the next four, the next four consecutive weeks. And then week five is when you'll hear from COBRA.

Speaker speaker\_1: Okay. And how much you said is it, it is again?

Speaker speaker\_0: \$5.66 a week.

Speaker speaker\_1: Okay. Also, um, is there a way to find out, um, what I, what it covers me for? Or what like the copays would be, like if y'all have like a pamphlet to send to my email?

Speaker speaker\_0: Yeah, I can send you a copy of the benefit guide or I could explain them to you. Um, dental and vision are pretty simple as far as coverage wise.

Speaker speaker\_1: Okay. Do I have vision through y'all too or is that through MetLife?

Speaker speaker\_0: So with the-

Speaker speaker\_1: Or do y'all do that too?

Speaker speaker\_0: Yep, we do... We're the administrators so we take care of like enrollments, cancellations, things like that. Um, so your vision is, the actual insurance carrier is MetLife and then with your dental, it's American Public Life.

Speaker speaker\_1: Oh, okay. But I can go through y'all to do all of it?

Speaker speaker\_0: Correct.

Speaker speaker\_1: And is that also \$5.66 for the MetLife vision or is those under the same amount of, like in the same amount of \$5.66?

Speaker speaker\_0: Yep, so it's both of them together is the \$5.66.

Speaker speaker\_1: Oh, okay. Okay, yeah, if you don't mind sending me the stuff in the email about the, the dental stuff, I would really appreciate it so I can know-

Speaker speaker\_0: Yeah, no worries.

Speaker speaker\_1: ... what I can get done.

Speaker speaker\_0: Of course. I'll go ahead and get that sent to your email. It's gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you don't see it in your inbox, try the Spam or Junk folder. And it'll be just a moment while I send that out, okay?

Speaker speaker\_1: Yes. And the phone number, uh, is 1-800-497-4866 to call y'all when I'm ready to make a payment on next Monday.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right, thank you so much.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Thanks. And bye-bye.