

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Jimmy Goodwin. And how can I assist you? Yes. I was still... I was wondering about my 90-degree benefit plan. I mean, what do you... what do you mean about... what are you wondering about it? Well, I was... I was a... I was working for Surge, for the company, Surge. Mm-hmm. And, uh, they haven't found me any jobs yet, so I was wondering if it's still active or sh- do I need to pay for this on mi- on my own? Okay. Um, did you ever start working with Surge? Was your coverage active at one point? Yes. Okay. Let me take a look at your account for you. What are the last four digits of your Social? Uh, eight, nine, nine, four. All righty. And Mr. Jimmy, give me one moment. All right, let me verify your address and date of birth. Uh, 1116 Woodstock Lane, Apartment 3, Winchester, Virginia, 22601. And date of birth is June 13th, 1972. Okay. And then your phone number as 540-398-9348? Correct. And then, I have your email address as kingstongoodwin@outlook.com? That's correct. Okay. So at the moment, your coverage is not active. This is your second week of non- non-active coverage. Um, you can make a payment, but you would have to make the two payments together. Um, but yes. Okay. You could make a payment. So what's the... what would be the, uh... so I could, I could actually just take over this payment? Or... Yep. You could make the two payments for that, your coverage should become active. It would be \$30.32 for both payments. But you... but you could. But you'd have to o-... The only thing is that you have to make both payments. You can't just make the payment for this week. Oh, okay. So s- so the whole payment, how much is the whole payment? \$30.32. Okay. And what... do I get a new card or do I keep this one? It'll be the same card. The same card, but it's... this one has... is through Surge. Yep. It'll be the same card, because your coverage is... your, your coverage was offered through Surge. It's going to be the same card. Um, once... if you hit week five without, uh, being back on assignment with Surge, then you'll go through a company called COBRA, and I believe they give you different cards. Um, but they'll reach out to you via mail if it comes to that time. Oh, okay. Did you want to make that direct payment or would you like us to call back? All right. Thank you. All righty. Thank you so much for calling in and rating. I'll give you a call back because, yes. You bet.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, this is Jimmy Goodwin.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes. I was still... I was wondering about my 90-degree benefit plan.

Speaker speaker_0: I mean, what do you... what do you mean about... what are you wondering about it?

Speaker speaker_1: Well, I was... I was a... I was working for Surge, for the company, Surge.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, uh, they haven't found me any jobs yet, so I was wondering if it's still active or sh- do I need to pay for this on mi- on my own?

Speaker speaker_0: Okay. Um, did you ever start working with Surge? Was your coverage active at one point?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me take a look at your account for you. What are the last four digits of your Social?

Speaker speaker_1: Uh, eight, nine, nine, four.

Speaker speaker_0: All righty. And Mr. Jimmy, give me one moment. All right, let me verify your address and date of birth.

Speaker speaker_1: Uh, 1116 Woodstock Lane, Apartment 3, Winchester, Virginia, 22601. And date of birth is June 13th, 1972.

Speaker speaker_0: Okay. And then your phone number as 540-398-9348?

Speaker speaker_1: Correct.

Speaker speaker_0: And then, I have your email address as kingstongoodwin@outlook.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So at the moment, your coverage is not active. This is your second week of non- non-active coverage. Um, you can make a payment, but you would have to make the two payments together. Um, but yes.

Speaker speaker_1: Okay.

Speaker speaker_0: You could make a payment.

Speaker speaker_1: So what's the... what would be the, uh... so I could, I could actually just take over this payment? Or...

Speaker speaker_0: Yep. You could make the two payments for that, your coverage should become active. It would be \$30.32 for both payments. But you... but you could. But you'd have to o-... The only thing is that you have to make both payments. You can't just make the

payment for this week.

Speaker speaker_1: Oh, okay. So s- so the whole payment, how much is the whole payment?

Speaker speaker_0: \$30.32.

Speaker speaker_1: Okay. And what... do I get a new card or do I keep this one?

Speaker speaker_0: It'll be the same card.

Speaker speaker_1: The same card, but it's... this one has... is through Surge.

Speaker speaker_0: Yep. It'll be the same card, because your coverage is... your, your coverage was offered through Surge. It's going to be the same card. Um, once... if you hit week five without, uh, being back on assignment with Surge, then you'll go through a company called COBRA, and I believe they give you different cards. Um, but they'll reach out to you via mail if it comes to that time.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Did you want to make that direct payment or would you like us to call back?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All righty. Thank you so much for calling in and rating.

Speaker speaker_1: I'll give you a call back because, yes. You bet.