

Transcript: Pearl

Rojas-6034687776210944-6014403509698560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with. Daphne. And how can I assist you, Ms. Daphne? Yeah, the reason I'm calling is, um, I had a, uh, Benefits in a Card, uh, for, at the place I was working, but I left the place. Could I still keep the Benefits in a Card, or... lili- Uh, how long has it been? Uh, couple months. Yeah, you would only, um, you would've only been able to keep it with, through Benefits in a Card before the next four consecutive weeks after you didn't receive a paycheck. Um, then a company, a department named COBRA would have reached out to you to keep it with them. Um- Oh, so I wouldn't have- Not- ... it with COBRA anyway. Yeah. Oh, I, I gotcha. Da-, I can't just keep going on with you privately. No. No. Oh, that stinks. That's what I was hoping, I could continue privately. Oh, okay. Yeah, no. But- You'd have to work, get it through Stephanie to see, um, to keep that going. All right. Thank you. No problem. You have a great day. You too. Mm, bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_2: Daphne.

Speaker speaker_1: And how can I assist you, Ms. Daphne?

Speaker speaker_2: Yeah, the reason I'm calling is, um, I had a, uh, Benefits in a Card, uh, for, at the place I was working, but I left the place. Could I still keep the Benefits in a Card, or... lili-

Speaker speaker_1: Uh, how long has it been?

Speaker speaker_2: Uh, couple months.

Speaker speaker_1: Yeah, you would only, um, you would've only been able to keep it with, through Benefits in a Card before the next four consecutive weeks after you didn't receive a paycheck. Um, then a company, a department named COBRA would have reached out to you to keep it with them. Um-

Speaker speaker_2: Oh, so I wouldn't have-

Speaker speaker_1: Not-

Speaker speaker_2: ... it with COBRA anyway.

Speaker speaker_1: Yeah.

Speaker speaker_2: Oh, I, I gotcha. Da-, I can't just keep going on with you privately.

Speaker speaker_1: No. No.

Speaker speaker_2: Oh, that stinks. That's what I was hoping, I could continue privately.

Speaker speaker_1: Oh, okay. Yeah, no.

Speaker speaker_2: But-

Speaker speaker_1: You'd have to work, get it through Stephanie to see, um, to keep that going.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: You too. Mm, bye.

Speaker speaker_1: Bye.