

Transcript: Pearl

Rojas-6626078172037120-6507330916237312

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does was you're speaking with? Uh, Donald Biggs. And how can I assist you? Um, yeah, I got a text saying something about there was a lapse, a one to two weeks in payroll for deductions. Okay. What's the name of the staffing agency you work for? Um, excuse me? What's the name of the staffing agency you work for? The staffing agency? Yes, sir. I don't. I did my 90- You don't work for any- No. I did my 90 days and I got hired into the company. Okay. So that's why you got that text message for lapsing coverage, because the deductions for your coverage only come out from your payroll check through the staffing agency. Um, if you wanted to keep your coverage, you could make direct payments with us for four weeks and then you'll get a notice to keep your coverage through a different... a separate company. Um, but that's why you got that text message because they're no longer taking the deduction from your check. Oh, okay. Um, when I was through the temp agency, I got a bill every month for \$18. If they were taking it out of my check, why'd I get billed? Where'd you get the bill from? What did... what was the bills from? Uh, Blue Cross Blue Shield or something or another. So Blue, Blue Cross Blue Shield is a, is a, a different insurance company. Um, I'm not sure why they were billing you because we're not part of that. But the deduction- Or it might have not have been them, but it was whatever insurance goes through the temp agency. Hm, because you wouldn't- I forget the name of... I, I forget the name of the insurance. 'Cause you wouldn't have been billed, um... it comes right out of your, your payroll check. If you got a bill, you... it could have been that you got a bill for, for something that wasn't completely covered by the carrier or by your coverage. Oh, okay, right. I gotcha. That's why it was so cheap and only once a month. Okay. Um, how do I cancel my insurance through you? Um, so without the deductions coming out, it, it will cancel itself out within four weeks. Um- Okay. Yeah. So I'll just keep getting text messages until they stop? Correct. Okay. Awesome. Thank you. No problem. Have a good day. You too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does was you're speaking with?

Speaker speaker_1: Uh, Donald Biggs.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yeah, I got a text saying something about there was a lapse, a one to two weeks in payroll for deductions.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, excuse me?

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: The staffing agency?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I don't. I did my 90-

Speaker speaker_0: You don't work for any-

Speaker speaker_1: No. I did my 90 days and I got hired into the company.

Speaker speaker_0: Okay. So that's why you got that text message for lapsing coverage, because the deductions for your coverage only come out from your payroll check through the staffing agency. Um, if you wanted to keep your coverage, you could make direct payments with us for four weeks and then you'll get a notice to keep your coverage through a different... a separate company. Um, but that's why you got that text message because they're no longer taking the deduction from your check.

Speaker speaker_1: Oh, okay. Um, when I was through the temp agency, I got a bill every month for \$18. If they were taking it out of my check, why'd I get billed?

Speaker speaker_0: Where'd you get the bill from? What did... what was the bills from?

Speaker speaker_1: Uh, Blue Cross Blue Shield or something or another.

Speaker speaker_0: So Blue, Blue Cross Blue Shield is a, is a, a different insurance company. Um, I'm not sure why they were billing you because we're not part of that. But the deduction-

Speaker speaker_1: Or it might have not have been them, but it was whatever insurance goes through the temp agency.

Speaker speaker_0: Hm, because you wouldn't-

Speaker speaker_1: I forget the name of... I, I forget the name of the insurance.

Speaker speaker_0: 'Cause you wouldn't have been billed, um... it comes right out of your, your payroll check. If you got a bill, you... it could have been that you got a bill for, for something that wasn't completely covered by the carrier or by your coverage.

Speaker speaker_1: Oh, okay, right. I gotcha. That's why it was so cheap and only once a month. Okay. Um, how do I cancel my insurance through you?

Speaker speaker_0: Um, so without the deductions coming out, it, it will cancel itself out within four weeks. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: So I'll just keep getting text messages until they stop?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Awesome. Thank you.

Speaker speaker_0: No problem. Have a good day.

Speaker speaker_1: You too.