

## Transcript: Pearl

**Rojas-6628292496769024-6461221221744640**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Hi. You said your name was Pearl? Yes, ma'am. Hi, Miss Pearl. My name is Robin McRae. Uh, how are you doing today? I'm great. Yourself? I am good. I was just on the phone with a representative try- trying to get some information and from what she was telling, I was explaining to her that my job assignment with Mega Force ended on March the 7th, but I wanted to keep my benefits and just pay them myself and she was telling me that I ha- I would still be with you guys with Benefit in a Card for four weeks and then it would switch over to COBRA. Mm-hmm. And I forgot to ask her, 'cause I didn't get a ch- I won't get a check this week and I won't get a check next week. I already got my last check, but she said I had to make a payment every Monday. So, did I miss a payment this Monday or can I go ahead and make it? How does that work? Okay. What is the last, what is the, the last four digits of your social? 9306. And your address and date of birth? My date of birth is May 15th, 1979. Can you say my address? Yes, ma'am. 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina 29512. All right. Your number, phone number is 843-260-0516. Yes, ma'am. I have your email address as Robert- RobinMRobert79@live.com. Yes, ma'am. Okay. So this week you still have active coverage, so you'll just be able to call on Monday and, um, make that direct payment. Okay, so I just call back the same number Monday and make the payment? Correct. Okay. 'Cause I forgot to ask about that when I was on the phone with her just now. Yes, ma'am. No worries. Okay. And she did, she did... Let me make sure I wrote this number down. Um, I was in the process of talking to her but my little one started choking, so I had to get out of the car and make sure I got this COBRA number right. She said it was, uh, 1-800-83... I don't know if that's a eight or a three. 838- 8429- 833. Okay. 42960. 42960. Okay. 833-42960. All right. So I'll just call you guys back Monday to make that payment and when would be a good time for me to call COBRA? Do I need to wait for the information from them? Yeah, I would just wait for the notice from them. All right. Thank you. No problem. Thank you so much for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with?

Speaker speaker\_1: Hi. You said your name was Pearl?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Hi, Miss Pearl. My name is Robin McRae. Uh, how are you doing today?

Speaker speaker\_0: I'm great. Yourself?

Speaker speaker\_1: I am good. I was just on the phone with a representative try- trying to get some information and from what she was telling, I was explaining to her that my job assignment with Mega Force ended on March the 7th, but I wanted to keep my benefits and just pay them myself and she was telling me that I ha- I would still be with you guys with Benefit in a Card for four weeks and then it would switch over to COBRA.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I forgot to ask her, 'cause I didn't get a ch- I won't get a check this week and I won't get a check next week. I already got my last check, but she said I had to make a payment every Monday. So, did I miss a payment this Monday or can I go ahead and make it? How does that work?

Speaker speaker\_0: Okay. What is the last, what is the, the last four digits of your social?

Speaker speaker\_1: 9306.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_1: My date of birth is May 15th, 1979. Can you say my address?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 503 Suwannee Street, Apartment 4F, Bennettville, South Carolina 29512.

Speaker speaker\_0: All right. Your number, phone number is 843-260-0516.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: I have your email address as Robert- RobinMRRobert79@live.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So this week you still have active coverage, so you'll just be able to call on Monday and, um, make that direct payment.

Speaker speaker\_1: Okay, so I just call back the same number Monday and make the payment?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. 'Cause I forgot to ask about that when I was on the phone with her just now.

Speaker speaker\_0: Yes, ma'am. No worries.

Speaker speaker\_1: Okay. And she did, she did... Let me make sure I wrote this number down. Um, I was in the process of talking to her but my little one started choking, so I had to get out of the car and make sure I got this COBRA number right. She said it was, uh,

1-800-83... I don't know if that's a eight or a three. 838-

Speaker speaker\_0: 8429-

Speaker speaker\_1: 833. Okay.

Speaker speaker\_0: 42960.

Speaker speaker\_1: 42960. Okay. 833-42960. All right. So I'll just call you guys back Monday to make that payment and when would be a good time for me to call COBRA? Do I need to wait for the information from them?

Speaker speaker\_0: Yeah, I would just wait for the notice from them.

Speaker speaker\_1: All right. Thank you.

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

Speaker speaker\_1: You too.