

## **Transcript: VICTORIA**

**Taylor-4787528930902016-6233684819001344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits by HARB. This is Victoria. How can I help you? Um, yes. I received a text message that, um, said that there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. And I wanted to see when I was last covered, like what the date was. Oh, okay. Uh, what's the name of the agency you work for? It's, uh, Oxford Global Resources. Okay. Do you mind verifying, uh, the last four of your Social? 0704. And your first and last name? Jessica Nies. Okay. Um, do you mind verifying your address and date of birth as well? It's 905 Teakwood Avenue, Yukon, Oklahoma 73099. Date of birth is 11/2/79. Phone number 405-924-2870? Correct. And then email is, uh, J-K-N-I-E-S-S 79@gmail.com? Yes. Okay. So it looks like it's just this week that's not active. So the last date you had active coverage was on the 3rd. Okay. Okay. Then, um, I'm just gonna leave it at that because I, uh, a- am no longer with a client with them, so, uh, I'm not gonna, uh, continue my coverage at this time. Okay. Um, so I know typically how it works is, uh, we give you, like, four weeks where you can call in and make a direct payment for it. Um, you don't have to, of course. It's just up to you. Now, do you know if you're gonna be returning on a different assignment? Uh, not at this time. Okay. Um, because if you return to, like, if, if you get another assignment, um, before that four weeks is up, it'll keep you enrolled and then, you know, it'll be deducted from your check because you're still enrolled into Benefits. But if you go more than four weeks without, um, a payroll deduction, on the fifth week it rolls over to COBRA. Okay. Yes, ma'am. All right. Thank you. You're welcome. Uh, did you need help with anything else? No, thank you. All righty. You have a wonderful day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits by HARB. This is Victoria. How can I help you?

Speaker speaker\_2: Um, yes. I received a text message that, um, said that there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. And I wanted to see when I was last covered, like what the date was.

Speaker speaker\_1: Oh, okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: It's, uh, Oxford Global Resources.

Speaker speaker\_1: Okay. Do you mind verifying, uh, the last four of your Social?

Speaker speaker\_2: 0704.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Jessica Nies.

Speaker speaker\_1: Okay. Um, do you mind verifying your address and date of birth as well?

Speaker speaker\_2: It's 905 Teakwood Avenue, Yukon, Oklahoma 73099. Date of birth is 11/2/79.

Speaker speaker\_1: Phone number 405-924-2870?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then email is, uh, J-K-N-I-E-S-S 79@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So it looks like it's just this week that's not active. So the last date you had active coverage was on the 3rd.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Then, um, I'm just gonna leave it at that because I, uh, a- am no longer with a client with them, so, uh, I'm not gonna, uh, continue my coverage at this time.

Speaker speaker\_1: Okay. Um, so I know typically how it works is, uh, we give you, like, four weeks where you can call in and make a direct payment for it. Um, you don't have to, of course. It's just up to you. Now, do you know if you're gonna be returning on a different assignment?

Speaker speaker\_2: Uh, not at this time.

Speaker speaker\_1: Okay. Um, because if you return to, like, if, if you get another assignment, um, before that four weeks is up, it'll keep you enrolled and then, you know, it'll be deducted from your check because you're still enrolled into Benefits. But if you go more than four weeks without, um, a payroll deduction, on the fifth week it rolls over to COBRA.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Uh, did you need help with anything else?

Speaker speaker\_2: No, thank you.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.