

## **Transcript: VICTORIA**

**Taylor-5782054234013696-5314334115807232**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi. So my name is Portia Taylor. Um, I work for the staff agency BS, um, FB, MSG Staffing. Um, so I spoke to one of your representatives last week, and she told me to call you guys back by Friday so I could pay for my dental, um, insurance. But the only thing is on Friday nobody was gonna open. I guess because of the weather. Okay. Um- So I wanna see if my insurance got transferred over to COBRA yet, 'cause I hope it did, 'cause I was supposed to make the payment Friday but y'all were closed. So, yeah. - What was- I'm trying to find out why. Yeah. We, unfortunately, we were closed due to inclement weather up here. Um, what was the name of the agency that you work for? BSFG. Would it be BGSS? Yes. I'm sorry, I always get them mixed up. Yes. Okay. Let's see. Do you mind verifying your address and date of birth? Yes. So 3609 Crestridge Drive, Atlanta, Georgia, GS-344 and then 1125 Phone number of 347-435-6936? Yes. All right, and then I have your, uh, email is portiachyanne@gmail.com. Yes. Okay. Um, yeah, it looks like the coverage did roll over to COBRA. That is so crazy. So inconvenient, like... All right, so what's my next step now? Um, so are you, like, not currently working for BGSS? I am, but I'm in the military. But I need my Okay. Right. So let me rephrase that. Are you on an assignment with them currently? Yes. Yes, I am. Okay. So you're working a job assignment with them currently? I'll still work for the company but I'm in the military so I have to do my military duties first. That's why I haven't been working with the staff agency, because I've been doing my military duty. But I'm Okay, I understand that. Okay. What I was asking is if you were working on a job assignment with them. Because if you go more than four weeks without working a, working a job assignment with them, the coverage will roll over to COBRA. Now once you do start working on a job assignment with them, you can call us back to have the coverage reinstated. But at this point, the only way to continue the benefits is through COBRA. So I can give you their phone number, that way you can contact COBRA, um, and get information on the pricing and, uh, the coverage with them. Okay. Um, that phone number is 800-833-4296, and you just wanna hit option one on the prompt system. Okay. So 1800-833-4296? Yes, ma'am. And then option one on the prompt system. Okay. Thank you. You're welcome. Bye-bye. Bye-bye. Bye. Do you need me to disconnect the call?

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker\_2: Hi. So my name is Portia Taylor. Um, I work for the staff agency BS, um, FB, MSG Staffing. Um, so I spoke to one of your representatives last week, and she told me to call you guys back by Friday so I could pay for my dental, um, insurance. But the only thing is on Friday nobody was gonna open. I guess because of the weather.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: So I wanna see if my insurance got transferred over to COBRA yet, 'cause I hope it did, 'cause I was supposed to make the payment Friday but y'all were closed. So, yeah. -

Speaker speaker\_1: What was-

Speaker speaker\_2: I'm trying to find out why.

Speaker speaker\_1: Yeah. We, unfortunately, we were closed due to inclement weather up here. Um, what was the name of the agency that you work for?

Speaker speaker\_2: BSFG.

Speaker speaker\_1: Would it be BGSS?

Speaker speaker\_2: Yes. I'm sorry, I always get them mixed up. Yes.

Speaker speaker\_1: Okay. Let's see. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yes. So 3609 Crestridge Drive, Atlanta, Georgia, GS-344 and then 1125

Speaker speaker\_1: Phone number of 347-435-6936?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, and then I have your, uh, email is portiachyanne@gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, yeah, it looks like the coverage did roll over to COBRA.

Speaker speaker\_2: That is so crazy. So inconvenient, like... All right, so what's my next step now?

Speaker speaker\_1: Um, so are you, like, not currently working for BGSS?

Speaker speaker\_2: I am, but I'm in the military. But I need my

Speaker speaker\_3: Okay.

Speaker speaker\_2: Right.

Speaker speaker\_3: So let me rephrase that. Are you on an assignment with them currently?

Speaker speaker\_2: Yes. Yes, I am.

Speaker speaker\_3: Okay. So you're working a job assignment with them currently?

Speaker speaker\_2: I'll still work for the company but I'm in the military so I have to do my military duties first. That's why I haven't been working with the staff agency, because I've been doing my military duty. But I'm

Speaker speaker\_3: Okay, I understand that.

Speaker speaker\_2: Okay.

Speaker speaker\_3: What I was asking is if you were working on a job assignment with them. Because if you go more than four weeks without working a, working a job assignment with them, the coverage will roll over to COBRA. Now once you do start working on a job assignment with them, you can call us back to have the coverage reinstated. But at this point, the only way to continue the benefits is through COBRA. So I can give you their phone number, that way you can contact COBRA, um, and get information on the pricing and, uh, the coverage with them.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Um, that phone number is 800-833-4296, and you just wanna hit option one on the prompt system.

Speaker speaker\_2: Okay. So 1800-833-4296?

Speaker speaker\_3: Yes, ma'am. And then option one on the prompt system.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_3: You're welcome.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_3: Bye-bye.

Speaker speaker\_2: Bye.

Speaker speaker\_1: Do you need me to disconnect the call?