

## **Transcript: VICTORIA**

**Taylor-6290903354097664-5574977335902208**

### **Full Transcript**

"Your call may be monitored or recorded for quality assurance purposes." Hey, is this Tommy? Yes. Hey, Tommy. This is Victoria with Benefits on a Card. We administer the, uh, medical insurance for American StaffCorp. Mm-hmm. Hey. So, um, it looks like you're enrolled into one of the plans and we tried to send you an ID card for it, but it was returned back to us. Okay. What address did you send it to? Um, I have, um... We have 1220 Southeast Ninth Street in Pryor, Oklahoma, 74361. Yeah. That's apartment E105. But it doesn't matter. I'm not employed there anymore anyway, so... Oh, okay. Um, we don't have access to, like, payroll, so we're not aware of who's working or not. Um, but I can just go ahead and update your address and send it to you. But if you're not... Are you planning on working with them in the future? Probably not. I don't know. Really not? Okay. Um- So, I'll just, uh, cancel the... close the account, if you would. Okay, let me see, 'cause I know it'll cancel out on its own. Let me see if I'm able to cancel it on my end. Give me one second. I got a text message. I think that's what that was about, but it was kind of weird. I thought maybe it was just a phishing... Gotcha. I don't know the number. I don't click on it. I gotcha. I'm the same way. Um, yeah, so I'm not able to cancel it in my system because it's actually under an IRS code, um, and they're only able to cancel that certain times. But like I said, it cancels out on its own when you, uh- Right. ... stop working with them eventually. Yeah, so they'll probably- probably already canceled or will be shortly still. Yeah, I don't see that it's active. Um, so basically how it works is whenever you stop working with them, we technically give you up to four weeks to make a direct payment for the coverage. So, it's technically still in a, uh, you're still enrolled into it, it's just not active unless you make a payment, and then on the fifth week, it essentially cancels out unless you c- continue it through COBRA. But, um, yeah, so I will just go ahead and make an update to your address, um, and then, like I said, it'll, it'll cancel out if you don't plan to return back with them. Okay. Well, sounds good. You have a good day. You too. Thank you so much. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, is this Tommy?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, Tommy. This is Victoria with Benefits on a Card. We administer the, uh, medical insurance for American StaffCorp.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Hey. So, um, it looks like you're enrolled into one of the plans and we tried to send you an ID card for it, but it was returned back to us.

Speaker speaker\_2: Okay. What address did you send it to?

Speaker speaker\_1: Um, I have, um... We have 1220 Southeast Ninth Street in Pryor, Oklahoma, 74361.

Speaker speaker\_2: Yeah. That's apartment E105. But it doesn't matter. I'm not employed there anymore anyway, so...

Speaker speaker\_1: Oh, okay. Um, we don't have access to, like, payroll, so we're not aware of who's working or not. Um, but I can just go ahead and update your address and send it to you. But if you're not... Are you planning on working with them in the future?

Speaker speaker\_2: Probably not. I don't know.

Speaker speaker\_1: Really not? Okay. Um-

Speaker speaker\_2: So, I'll just, uh, cancel the... close the account, if you would.

Speaker speaker\_1: Okay, let me see, 'cause I know it'll cancel out on its own. Let me see if I'm able to cancel it on my end. Give me one second.

Speaker speaker\_2: I got a text message. I think that's what that was about, but it was kind of weird. I thought maybe it was just a phishing...

Speaker speaker\_1: Gotcha.

Speaker speaker\_2: I don't know the number. I don't click on it.

Speaker speaker\_1: I gotcha. I'm the same way. Um, yeah, so I'm not able to cancel it in my system because it's actually under an IRS code, um, and they're only able to cancel that certain times. But like I said, it cancels out on its own when you, uh-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... stop working with them eventually.

Speaker speaker\_2: Yeah, so they'll probably- probably already canceled or will be shortly still.

Speaker speaker\_1: Yeah, I don't see that it's active. Um, so basically how it works is whenever you stop working with them, we technically give you up to four weeks to make a direct payment for the coverage. So, it's technically still in a, uh, you're still enrolled into it, it's just not active unless you make a payment, and then on the fifth week, it essentially cancels out unless you c- continue it through COBRA. But, um, yeah, so I will just go ahead and make an update to your address, um, and then, like I said, it'll, it'll cancel out if you don't plan to

return back with them.

Speaker speaker\_2: Okay. Well, sounds good. You have a good day.

Speaker speaker\_1: You too. Thank you so much. Bye-bye.

Speaker speaker\_2: Bye.