

## **Transcript: VICTORIA**

**Taylor-6335650775744512-5516312481153024**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, uh, I've been working th- through WorkSource and I just got hired on at the place I was working at. Um, and I was wondering, how long do I have for my insurance before it goes out? Okay. So you got hired on to the assignment that you were on? Yes, ma'am. So you're no longer with the staffing agency? Yes, ma'am. Okay. So typically how it works is, um, we... So from your last paycheck, 'cause more than likely your last paycheck will still show the deductions for the coverage you're enrolled into being taken out. Um- Okay. ... so we give you four weeks, uh, where you can call us and make a direct payment over the phone to continue the coverage. Um, and then on the fifth week of not receiving a payroll deduction from the staffing agency, any plans that are eligible for COBRA will roll over to COBRA, and that's the only way to continue it from there. Okay. I'm just wondering because I just started orientation today at the company, and, uh, I have an appointment on Thursday. That's why I was a little worried. Okay. Let me pull up your file to see what's going on specifically. What's the, uh, last four of your Social? 6816. And your first and last name? Zachariah Thompson. Okay. And do you mind verifying your address and date of birth? Uh, 2619 Savannah Street, Fort Smith, Arkansas 72901, and date of birth is 10/5/1990. Phone number 479-831-1953? Yes. And then email is, uh, uh, zechjt1990@gmail.com? Yes, ma'am. Okay. So as of right now, it looks like your coverage is currently active for this week, um, as of today, the 27th, up until the 2nd of February. Okay. Which is going to be Sunday. Ah, okay. Mm-hmm. All right. I appreciate that. Okay. Do you have any other questions? No, ma'am. So after Sunday, it's no longer? Is that what you're saying? Are you... Have you already received your last paycheck from them? No, I wouldn't receive my last paycheck until Thursday. Okay. Then, that I'm, I'm not too sure of, because it shou- it should still show a deduction on your last paycheck, which if you get it this Thursday and that deduction is made, then it should be... Your coverage should be active for next week. I just don't have that information in my system 'cause we don't have access to payroll, unfortunately. Um... That's not a problem. So if you get that last paycheck and you see the deduction being made for the coverage, then the coverage should be active for next week, but you can always call us and we can look it up to verify. Okay. I appreciate it. Yes, sir. You have a wonderful day. You too. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, uh, I've been working th- through WorkSource and I just got hired on at the place I was working at. Um, and I was wondering, how long do I have for my insurance before it goes out?

Speaker speaker\_0: Okay. So you got hired on to the assignment that you were on?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So you're no longer with the staffing agency?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So typically how it works is, um, we... So from your last paycheck, 'cause more than likely your last paycheck will still show the deductions for the coverage you're enrolled into being taken out. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... so we give you four weeks, uh, where you can call us and make a direct payment over the phone to continue the coverage. Um, and then on the fifth week of not receiving a payroll deduction from the staffing agency, any plans that are eligible for COBRA will roll over to COBRA, and that's the only way to continue it from there.

Speaker speaker\_1: Okay. I'm just wondering because I just started orientation today at the company, and, uh, I have an appointment on Thursday. That's why I was a little worried.

Speaker speaker\_0: Okay. Let me pull up your file to see what's going on specifically. What's the, uh, last four of your Social?

Speaker speaker\_1: 6816.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Zachariah Thompson.

Speaker speaker\_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 2619 Savannah Street, Fort Smith, Arkansas 72901, and date of birth is 10/5/1990.

Speaker speaker\_0: Phone number 479-831-1953?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is, uh, uh, zechjt1990@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So as of right now, it looks like your coverage is currently active for this week, um, as of today, the 27th, up until the 2nd of February.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Which is going to be Sunday.

Speaker speaker\_1: Ah, okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. I appreciate that.

Speaker speaker\_0: Okay. Do you have any other questions?

Speaker speaker\_1: No, ma'am. So after Sunday, it's no longer? Is that what you're saying?

Speaker speaker\_0: Are you... Have you already received your last paycheck from them?

Speaker speaker\_1: No, I wouldn't receive my last paycheck until Thursday.

Speaker speaker\_0: Okay. Then, that I'm, I'm not too sure of, because it shou- it should still show a deduction on your last paycheck, which if you get it this Thursday and that deduction is made, then it should be... Your coverage should be active for next week. I just don't have that information in my system 'cause we don't have access to payroll, unfortunately. Um...

Speaker speaker\_1: That's not a problem.

Speaker speaker\_0: So if you get that last paycheck and you see the deduction being made for the coverage, then the coverage should be active for next week, but you can always call us and we can look it up to verify.

Speaker speaker\_1: Okay. I appreciate it.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye.