

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who would I like the pleasure of speaking with? Uh, Willie L. Brown. I'm a new associate on the, uh, for the Task Force Online Sta- Staffing. Okay, and how can I assist you? Yeah, uh, I was paying some money for some insurance. Uh, how long does it take to kick in or do, or do it start? So, it takes one to two weeks after you enroll to become active, for the deductions to begin, and so... I'm sorry. From the day you're enrolled, it takes one to two weeks for the staffing agency to start making deductions. Mm-hmm. Once they make the first deduction, the following month, you're active. And then later, that would you receive your cards. Okay. That's why I've been in there, I think, this be my third or fourth week. Have you seen any deductions on your check? Well, I, I asked the lady. She said I can talk with, um, Mr., uh, Mr. Eric Booker, I think. Okay. There's no Eric here. What's the name of the staffing agency you work for? On, On, On Time Staffing. On Time? I guess, I don't know. Wait a minute. Yeah, On Track Staffing. On Track. Okay. Yeah. What are the last four digits of your Social? 3624. All righty. And what is your address and date of birth? 6/12/56, uh, 192 Cara Circle, Haneyville, Alabama 36040. Can I have your phone num-... birth as 33453... I'm sorry, 334-563-9174? Yes. Okay. You take... Can I have your email address as brown3624@gmail.com? Right. Okay, so taking a look at your account, you're, you're enrolled in coverage, you're enrolled in medical, dental, and vision. But deduc- deductions haven't began, so you're not active. Oh. Oh, okay then. Uh, what, you said take three, two to three weeks? It takes one to two weeks for the... from the date of enrollment. Looks like you were enrolled back in the end of April. Right. So, you should have became active by now. Um, three seconds, so one, two. Yeah, you were supposed to be a- active last week. Just the deductions haven't began. Um, we're not part of this happening, you see, so I can't... ha-... I don't have access to your payroll. But it looks like s- we're just waiting on the deductions to come through. Hmm. Okay then. I was just checking to make sure. All right. Is there anything I can assist you with today? No, that, that's probably it for right now. Thank you so much for calling. You have a great day. Well, you too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who would I like the pleasure of speaking with?

Speaker speaker_1: Uh, Willie L. Brown. I'm a new associate on the, uh, for the Task Force Online Sta- Staffing.

Speaker speaker_0: Okay, and how can I assist you?

Speaker speaker_1: Yeah, uh, I was paying some money for some insurance. Uh, how long does it take to kick in or do, or do it start?

Speaker speaker_0: So, it takes one to two weeks after you enroll to become active, for the deductions to begin, and so... I'm sorry. From the day you're enrolled, it takes one to two weeks for the staffing agency to start making deductions.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Once they make the first deduction, the following month, you're active. And then later, that would you receive your cards.

Speaker speaker_1: Okay. That's why I've been in there, I think, this be my third or fourth week. Have you seen any deductions on your check? Well, I, I asked the lady. She said I can talk with, um, Mr., uh, Mr. Eric Booker, I think.

Speaker speaker_0: Okay. There's no Eric here. What's the name of the staffing agency you work for?

Speaker speaker_1: On, On, On Time Staffing.

Speaker speaker_0: On Time?

Speaker speaker_1: I guess, I don't know. Wait a minute. Yeah, On Track Staffing.

Speaker speaker_0: On Track. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: What are the last four digits of your Social?

Speaker speaker_1: 3624.

Speaker speaker_0: All righty. And what is your address and date of birth?

Speaker speaker_1: 6/12/56, uh, 192 Cara Circle, Haneyville, Alabama 36040.

Speaker speaker_0: Can I have your phone num-... birth as 33453... I'm sorry, 334-563-9174?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. You take... Can I have your email address as brown3624@gmail.com?

Speaker speaker_1: Right.

Speaker speaker_0: Okay, so taking a look at your account, you're, you're enrolled in coverage, you're enrolled in medical, dental, and vision. But deduc- deductions haven't began, so you're not active.

Speaker speaker_1: Oh. Oh, okay then. Uh, what, you said take three, two to three weeks?

Speaker speaker_0: It takes one to two weeks for the... from the date of enrollment. Looks like you were enrolled back in the end of April.

Speaker speaker_1: Right.

Speaker speaker_0: So, you should have become active by now. Um, three seconds, so one, two. Yeah, you were supposed to be a- active last week. Just the deductions haven't began. Um, we're not part of this happening, you see, so I can't... ha-... I don't have access to your payroll. But it looks like s- we're just waiting on the deductions to come through.

Speaker speaker_1: Hmm. Okay then. I was just checking to make sure.

Speaker speaker_0: All right. Is there anything I can assist you with today?

Speaker speaker_1: No, that, that's probably it for right now.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Well, you too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.