

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who was I just speaking with? Uh, McKenzie Waters. And how can I assist you? Um, I have not received my insurance cards yet, and I was wondering, um, when they're supposed to be here. So then over at... So you're... Um, do you know what plan do you were enrolled in actually? Um, the something plus plan I think, and then I did the one where I can get... Um, and then I did vision and, um, accident, I think. Okay. So your vision and preventative health cards will go to your mail, and then your medical will go to your email at the end of the week after your first deduction. Um, so there, there's no like being able to track where my cards are in the mail or anything? No, ma'am. If I don't have them by when do I need to call you guys back? So what you really need to do is look... See if your phr- first paycheck and see when that first deduction comes out and then just give it till the end of the next week. Okay. I have no idea how to figure out where the deductions are coming out just because I'm an hourly worker and I'm not always 40 hours each week. So my pay check's not always the same. So I have no idea when the deduction comes out. So I guess I need to- Sure. ... look for my pay stubs. Mm-hmm. What is the name of the staffing agency you work for? Uh, ATC Healthcare. And the last four digits of your Social? 3936. Um, and you said 3936? Yes, ma'am. And how long have you been working with ATC? Uh, since September of last year. Am I not popping up? Yeah. I'm not finding your account. Give me one moment. Um, ATC3936. Yeah, I'm not getting you. Give me one second. Hang on. Let me go through my Social in my head just to make sure. Wait, try 3836. I think I told you the wrong last four of my Social. Oh, here you are. Okay. I told you the last four, last four wrong. Sorry. You're fine. What's your, um, address and date of birth? Um, so my address just changed and I don't know if I gave you guys my new address or not. What's the old address? So I'm going to give you both of them. Uh, my old address was 54 Brynd, with a D, Wood Drive, uh, Newnan, Georgia 30265. And your date of birth? Uh, January 24th 99. Okay. And what's your new address? Uh, 1613 Highway 16 East Newnan, Georgia 30263. Okay. And your phone number is 912-704-7791? Yes, ma'am. And your email address is mckenzie.waters24@gmail.com? Yes, ma'am. Okay. So you've been active going on three weeks so you should have received your cards. They probably went to your previous residence, but I can get a new card sent to you via email. Oh, that'd be great if you could do that. All righty. And you want it to all your cards, correct? Yes. If you can just send them to my email that'd be great. All righty. That's going to come from info@benefitsinacard.com. It should go to your inbox. You should see it in your Inbox or your Spam or Junk folder. Okay. Thank you. No problem. Thank you for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who was I just speaking with?

Speaker speaker_1: Uh, McKenzie Waters.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I have not received my insurance cards yet, and I was wondering, um, when they're supposed to be here.

Speaker speaker_0: So then over at... So you're... Um, do you know what plan do you were enrolled in actually?

Speaker speaker_1: Um, the something plus plan I think, and then I did the one where I can get... Um, and then I did vision and, um, accident, I think.

Speaker speaker_0: Okay. So your vision and preventative health cards will go to your mail, and then your medical will go to your email at the end of the week after your first deduction.

Speaker speaker_1: Um, so there, there's no like being able to track where my cards are in the mail or anything?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: If I don't have them by when do I need to call you guys back?

Speaker speaker_0: So what you really need to do is look... See if your phr- first paycheck and see when that first deduction comes out and then just give it till the end of the next week.

Speaker speaker_1: Okay. I have no idea how to figure out where the deductions are coming out just because I'm an hourly worker and I'm not always 40 hours each week. So my pay check's not always the same. So I have no idea when the deduction comes out. So I guess I need to-

Speaker speaker_0: Sure.

Speaker speaker_1: ... look for my pay stubs.

Speaker speaker_0: Mm-hmm. What is the name of the staffing agency you work for?

Speaker speaker_1: Uh, ATC Healthcare.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 3936.

Speaker speaker_0: Um, and you said 3936?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And how long have you been working with ATC?

Speaker speaker_1: Uh, since September of last year. Am I not popping up?

Speaker speaker_0: Yeah. I'm not finding your account. Give me one moment. Um, ATC3936. Yeah, I'm not getting you. Give me one second.

Speaker speaker_1: Hang on. Let me go through my Social in my head just to make sure. Wait, try 3836. I think I told you the wrong last four of my Social.

Speaker speaker_0: Oh, here you are.

Speaker speaker_1: Okay. I told you the last four, last four wrong. Sorry.

Speaker speaker_0: You're fine. What's your, um, address and date of birth?

Speaker speaker_1: Um, so my address just changed and I don't know if I gave you guys my new address or not.

Speaker speaker_0: What's the old address?

Speaker speaker_1: So I'm going to give you both of them. Uh, my old address was 54 Brynd, with a D, Wood Drive, uh, Newnan, Georgia 30265.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, January 24th 99.

Speaker speaker_0: Okay. And what's your new address?

Speaker speaker_1: Uh, 1613 Highway 16 East Newnan, Georgia 30263.

Speaker speaker_0: Okay. And your phone number is 912-704-7791?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your email address is mckenzie.waters24@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So you've been active going on three weeks so you should have received your cards. They probably went to your previous residence, but I can get a new card sent to you via email.

Speaker speaker_1: Oh, that'd be great if you could do that.

Speaker speaker_0: All righty. And you want it to all your cards, correct?

Speaker speaker_1: Yes. If you can just send them to my email that'd be great.

Speaker speaker_0: All righty. That's going to come from info@benefitsinacard.com. It should go to your inbox. You should see it in your Inbox or your Spam or Junk folder.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: You too. Bye.