

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. City Home Benefit in a card. My name is Pearl Hudavez, you're speaking with? Jeffrey Yamaguchi. And how can I assist you? Yeah, um, I just started working for Surge Staffing and, um, I wanted to go ahead and enroll in my medical benefits so I could go to the doctor. All righty, what are the last four digits of your social? 6920. All righty, and if you can confirm your address and date of birth for me? Uh, address is 16832 Cainesville Road, Laskas, Tennessee 37085. Date of birth- It looks like I have two addresses on file. Sorry about that. Oh, it's okay. Um, is it 3923 West Richmond Shop Road, Lebanon, Tennessee 3708- Yes, that's correct. 90? Okay. Yeah, I, I, uh- Do you want to go in and change it or leave it? No, you can leave it the same. Okay. Yeah, I own, I own two properties, so... Okay. And your date of birth? 2/11/'73. All righty. And I have your phone number as 808-778-5058. Correct. And I have your email address as yummie96, Yummy with three Ms, 96712@yahoo.com? Correct. All righty. So it looks like we already have you enrolled in coverage. We have you enrolled in the VIP Classic, which is your Max Vision, Dental, Life Insurance, Critical Illness, Short-term Disability, Dental and PreRx. Just looks like we're waiting on those deduc- I'm, I'm sorry, can you repeat that? You are enrolled, we're just waiting for those deductions to begin. Okay. Okay. So as soon as the deductions start, then I can just go to the doctor? So the Monday after you see your first deduction, you become active, um, and that's when you'll be able to use your, your coverage. Um, e- your cards will arrive at the end of that week, so you can either give them our phone number and we can verify for you that you do have coverage, or you can wait until you receive your cards at the end of the week and use them, and use them then. Your medical card will go to your email, and vision and dental will come to your residence. Okay. Do you have any other questions? No, no. I, I just, uh... So it's, it's actually active? I can go ahead and schedule an appointment already, huh? No, it's not active yet. You're enrolled, but it's not active because they ha- the deductions haven't started. They haven't started making the, the deductions. Oh, okay, okay. About how long do you think that will take? It usually takes one to two weeks from enrollment and looks like your enrollment was processed, give me one moment to take a look here, um, on the 5th of November. So you should have essentially started deductions already. If you'd like, you can speak to Serge, um, and see, um, about the deductions or I can try to have our main office reach out to them and see if there's anything that can, they can do. Um, but essentially waiting on those deductions to begin. Okay. Okay. Um, actually I'll, what I'll do is I'll give her a call and just see. Okay. I- it's probably gonna come out this week sometime. Um, I didn't actually- Okay. I, I was employed since that time, but I didn't actually start working until the middle of the month. Okay. So it probably could be that, that, that once your payroll started, it just took process, it's going to take those two weeks. So it possibly could be this week, um, but if you just want to give them

a call and let them know, um, or ask them, you know, "When will the deductions start?" Or is there any way you guys can kickstart that? 'Cause you are enrolled, we're just waiting for those deductions. Awesome. I appreciate that. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. City Home Benefit in a card. My name is Pearl Hudavez, you're speaking with?

Speaker speaker_2: Jeffrey Yamaguchi.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yeah, um, I just started working for Surge Staffing and, um, I wanted to go ahead and enroll in my medical benefits so I could go to the doctor.

Speaker speaker_1: All righty, what are the last four digits of your social?

Speaker speaker_2: 6920.

Speaker speaker_1: All righty, and if you can confirm your address and date of birth for me?

Speaker speaker_2: Uh, address is 16832 Cainesville Road, Laskas, Tennessee 37085. Date of birth-

Speaker speaker_1: It looks like I have two addresses on file. Sorry about that.

Speaker speaker_2: Oh, it's okay. Um, is it 3923 West Richmond Shop Road, Lebanon, Tennessee 3708-

Speaker speaker_1: Yes, that's correct.

Speaker speaker_2: 90? Okay. Yeah, I, I, uh-

Speaker speaker_1: Do you want to go in and change it or leave it?

Speaker speaker_2: No, you can leave it the same.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, I own, I own two properties, so...

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: 2/11/'73.

Speaker speaker_1: All righty. And I have your phone number as 808-778-5058.

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as yummi96, Yummy with three Ms, 96712@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. So it looks like we already have you enrolled in coverage. We have you enrolled in the VIP Classic, which is your Max Vision, Dental, Life Insurance, Critical Illness, Short-term Disability, Dental and PreRx. Just looks like we're waiting on those deduc-

Speaker speaker_2: I'm, I'm sorry, can you repeat that?

Speaker speaker_1: You are enrolled, we're just waiting for those deductions to begin.

Speaker speaker_2: Okay. Okay. So as soon as the deductions start, then I can just go to the doctor?

Speaker speaker_1: So the Monday after you see your first deduction, you become active, um, and that's when you'll be able to use your, your coverage. Um, e- your cards will arrive at the end of that week, so you can either give them our phone number and we can verify for you that you do have coverage, or you can wait until you receive your cards at the end of the week and use them, and use them then. Your medical card will go to your email, and vision and dental will come to your residence.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any other questions?

Speaker speaker_2: No, no. I, I just, uh... So it's, it's actually active? I can go ahead and schedule an appointment already, huh?

Speaker speaker_1: No, it's not active yet. You're enrolled, but it's not active because they have the deductions haven't started. They haven't started making the, the deductions.

Speaker speaker_2: Oh, okay, okay. About how long do you think that will take?

Speaker speaker_1: It usually takes one to two weeks from enrollment and looks like your enrollment was processed, give me one moment to take a look here, um, on the 5th of November. So you should have essentially started deductions already. If you'd like, you can speak to Serge, um, and see, um, about the deductions or I can try to have our main office reach out to them and see if there's anything that can, they can do. Um, but essentially waiting on those deductions to begin.

Speaker speaker_2: Okay. Okay. Um, actually I'll, what I'll do is I'll give her a call and just see.

Speaker speaker_1: Okay.

Speaker speaker_2: I- it's probably gonna come out this week sometime. Um, I didn't actually-

Speaker speaker_1: Okay.

Speaker speaker_2: I, I was employed since that time, but I didn't actually start working until the middle of the month.

Speaker speaker_1: Okay. So it probably could be that, that, that once your payroll started, it just took process, it's going to take those two weeks. So it possibly could be this week, um, but if you just want to give them a call and let them know, um, or ask them, you know, "When will the deductions start?" Or is there any way you guys can kickstart that? 'Cause you are enrolled, we're just waiting for those deductions.

Speaker speaker_2: Awesome. I appreciate that.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.