

## Transcript: Pearl

**Rojas-5357487505719296-6311453496360960**

### Full Transcript

Good morning. Thank you for calling Benefits in the Card. My name is Pearl. What are the numbers you're speaking with? Um, my name's Clarissa Moses. Um, I'm actually calling to see if I can get my policy number for my insurance that I got through work. Okay. What's the name of the staffing agency you work for? I'm sorry? The name of the staffing agency you work for. Um, HD. HD? Yes, ma'am. And the last 40 digits of your Social? 2212. All righty. And can you confirm your address and date of birth for me? It's 8/12/16 Mona Road. And my date of birth's 11/10/2000. Now what's your city and state? My wha-? I'm sorry. Your city and state. Manchester, Tennessee. Can I have your phone number? Um, I'm sorry, repeat your date of birth for me. 11/10/2000. Okay. It looks like we have the wrong date of birth on file. Can you verify your full Social so I can change your date of birth? 414-89-2212. All righty. And you said that was... Can you hold on? Uh, 11/10/2000's my birthday. 11/10/2000. Okay. Mm-hmm. Is my birthday wrong? Yeah, it was wrong. Um, so it's like we had a placeholder there. We didn't have your date of birth. Can I have your phone number at 931-996-3406? Yes, ma'am. Okay. So you said you're not actually currently enrolled in coverage? I'm not enrolled in coverage? No, ma'am. Okay, it's taking it out every week of my paycheck. I don't know that we've received any deductions at all. Do you know what it says next to the deduction? Um, it says, um, MEDI and it's taken out like \$15 for my dental and my medical. So that, MEDI I believe is a state deduction. If you are enrolled in the dental and medical through your staffing agency, it would have the plan's names next to them and there would be two deductions and not one. Okay. So, the FICA, uh, is the FICA. That's the gov- I know, I know that's government. And then the MEDI, what is that? Uh, I believe that's a, a government deduction as well. Okay. So I don't have any deductions coming out of mine? Not as far as medical coverage through your staffing agency. Okay. I think, I'm pretty sure I applied for it, but, um, I can call my ag- the HD and get that fixed if I c- if I need to. Okay. D'you have any other questions? No, ma'am. That's it. Thank you for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in the Card. My name is Pearl. What are the numbers you're speaking with?

Speaker speaker\_1: Um, my name's Clarissa Moses. Um, I'm actually calling to see if I can get my policy number for my insurance that I got through work.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: The name of the staffing agency you work for.

Speaker speaker\_1: Um, HD.

Speaker speaker\_0: HD?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And the last 40 digits of your Social?

Speaker speaker\_1: 2212.

Speaker speaker\_0: All righty. And can you confirm your address and date of birth for me?

Speaker speaker\_1: It's 8/12/16 Mona Road. And my date of birth's 11/10/2000.

Speaker speaker\_0: Now what's your city and state?

Speaker speaker\_1: My wha-? I'm sorry.

Speaker speaker\_0: Your city and state.

Speaker speaker\_1: Manchester, Tennessee.

Speaker speaker\_0: Can I have your phone number? Um, I'm sorry, repeat your date of birth for me.

Speaker speaker\_1: 11/10/2000.

Speaker speaker\_0: Okay. It looks like we have the wrong date of birth on file. Can you verify your full Social so I can change your date of birth?

Speaker speaker\_1: 414-89-2212.

Speaker speaker\_0: All righty. And you said that was... Can you hold on?

Speaker speaker\_1: Uh, 11/10/2000's my birthday.

Speaker speaker\_0: 11/10/2000. Okay.

Speaker speaker\_1: Mm-hmm. Is my birthday wrong?

Speaker speaker\_0: Yeah, it was wrong. Um, so it's like we had a placeholder there. We didn't have your date of birth. Can I have your phone number at 931-996-3406?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So you said you're not actually currently enrolled in coverage?

Speaker speaker\_1: I'm not enrolled in coverage?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Okay, it's taking it out every week of my paycheck.

Speaker speaker\_0: I don't know that we've received any deductions at all. Do you know what it says next to the deduction?

Speaker speaker\_1: Um, it says, um, MEDI and it's taken out like \$15 for my dental and my medical.

Speaker speaker\_0: So that, MEDI I believe is a state deduction. If you are enrolled in the dental and medical through your staffing agency, it would have the plan's names next to them and there would be two deductions and not one.

Speaker speaker\_1: Okay. So, the FICA, uh, is the FICA. That's the gov- I know, I know that's government. And then the MEDI, what is that?

Speaker speaker\_0: Uh, I believe that's a, a government deduction as well.

Speaker speaker\_1: Okay. So I don't have any deductions coming out of mine?

Speaker speaker\_0: Not as far as medical coverage through your staffing agency.

Speaker speaker\_1: Okay. I think, I'm pretty sure I applied for it, but, um, I can call my ag- the HD and get that fixed if I c- if I need to.

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

Speaker speaker\_1: No, ma'am. That's it.

Speaker speaker\_0: Thank you for calling. You have a great day.

Speaker speaker\_1: You too.