

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Hood. Who is this speaking with? Mary Anderson. And how can I assist you? I'm sorry? How can I assist you? Okay. Um, I had, um, called and signed up for my benefits, um, but I just wanted to make sure that I have them coming because I got a text message through my phone just saying that I need to sign up. Okay. What's the name of the staffing agency you work for? Manson in Ashland, Ohio. And the last four digits of your Social? 1256. Okay. If you can confirm your address and date of birth. Address. 5056 Sangria Drive, West Salem, Ohio 44287. And what else did you need? Date of birth. 3/21/66. Can I have your phone number as 440-213-1596? Yes. Can I have your email address as maryandcurtisa@yahoo.com? Maryandcurtisa@yahoo.com. All righty. And yes, I currently have you enrolled in the VIP Standard for employee only. You are enrolled, but deductions haven't start- started so you're not active. Okay. What did you say? You are enrolled in coverage. It's called the VIP Standard for employee only, um, but you are not active. The deductions have not started. And when do you think that'll happen? Um, it normally takes one to two weeks from the date of enrollment, which it's a- about that time. Uh, it just depends on the staffing agency. Okay. And, um, how will I know when I'm enrolled to... Uh, 'cause I have prescriptions to pick up. Um, so you would just either have to give us a call back next week, see how it, uh... see if you're active next week, um, or check your pay stubs and, and see when the, the first deduction begins. And do I receive a card? Yes. You'll receive one at the end of the week after the first deduction, um, via email. Via email. Okay. All right. Thank you. No problem. Thank you so much for calling. You have a great day. Thanks. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Hood. Who is this speaking with?

Speaker speaker_1: Mary Anderson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Okay. Um, I had, um, called and signed up for my benefits, um, but I just wanted to make sure that I have them coming because I got a text message through my

phone just saying that I need to sign up.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Manson in Ashland, Ohio.

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

Speaker speaker_1: 1256.

Speaker speaker_0: Okay. If you can confirm your address and date of birth.

Speaker speaker_1: Address. 5056 Sangria Drive, West Salem, Ohio 44287. And what else did you need?

Speaker speaker_0: Date of birth.

Speaker speaker_1: 3/21/66.

Speaker speaker_0: Can I have your phone number as 440-213-1596?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as maryandcurtisa@yahoo.com?

Speaker speaker_1: Maryandcurtisa@yahoo.com.

Speaker speaker_0: All righty. And yes, I currently have you enrolled in the VIP Standard for employee only. You are enrolled, but deductions haven't start- started so you're not active.

Speaker speaker_1: Okay. What did you say?

Speaker speaker_0: You are enrolled in coverage. It's called the VIP Standard for employee only, um, but you are not active. The deductions have not started.

Speaker speaker_1: And when do you think that'll happen?

Speaker speaker_0: Um, it normally takes one to two weeks from the date of enrollment, which it's a- about that time. Uh, it just depends on the staffing agency.

Speaker speaker_1: Okay. And, um, how will I know when I'm enrolled to... Uh, 'cause I have prescriptions to pick up.

Speaker speaker_0: Um, so you would just either have to give us a call back next week, see how it, uh... see if you're active next week, um, or check your pay stubs and, and see when the, the first deduction begins.

Speaker speaker_1: And do I receive a card?

Speaker speaker_0: Yes. You'll receive one at the end of the week after the first deduction, um, via email.

Speaker speaker_1: Via email. Okay. All right. Thank you.

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

Speaker speaker_1: Thanks. Bye.