

## Transcript: Pearl

**Rojas-5562632414347264-6502393069092864**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, this is Brittany Bland. Um, I started a job, uh, week before last, but it's two days. Um, but I worked a full week last week. I was just calling to see what can I do to get my insurance card? Okay. What's the name of the staff agency you work for? Um, MAU. Work for- And the last four digits of your social? 81204. And your address and date of birth? 8/24/88 17 C 8 Cheryl C-H-E-R-Y-L Avenue, Griffin, Georgia 30204. All righty. And I have your phone number at 678-862-3930? Yes, ma'am. And I have your email address as your first name, your last name@gio.com? Yes, ma'am. Okay. So taking a look here at your account, your coverage is actually not active yet. The deductions haven't begun. Okay. Is there anything else you need help with? Um, when would I... When will the coverage be added? As soon as you see that first deduction. Um, we're not part of the staff at your agency, so I'm not able to access your payroll and see when that will be. Uh-huh. But as soon as you see that first deduction, the next Monday you're active. Okay. So I still can get the card? It'll probably come out, uh... This check don't say the heat because I worked a full week last week and it's seen on my two-day check. Okay. So I'm unable to give you, get you a card because your coverage isn't active. They haven't started processing your policy numbers and all that information. Okay. So when I see it come out on a check, do I need to call again or do I still need to wait like these 30 days or something? Yep. Once you see the, see the first deduction, you can try giving us a call on Wednesday of the next week. There may be a virtual copy ready. Um, but you become active Monday. Okay. All right. Thank you so much for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Um, this is Brittany Bland. Um, I started a job, uh, week before last, but it's two days. Um, but I worked a full week last week. I was just calling to see what can I do to get my insurance card?

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

Speaker speaker\_1: Um, MAU. Work for-

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 81204.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_1: 8/24/88 17 C 8 Cheryl C-H-E-R-Y-L Avenue, Griffin, Georgia 30204.

Speaker speaker\_0: All righty. And I have your phone number at 678-862-3930?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as your first name, your last name@gio.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So taking a look here at your account, your coverage is actually not active yet. The deductions haven't begun.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else you need help with?

Speaker speaker\_1: Um, when would I... When will the coverage be added?

Speaker speaker\_0: As soon as you see that first deduction. Um, we're not part of the staff at your agency, so I'm not able to access your payroll and see when that will be.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: But as soon as you see that first deduction, the next Monday you're active.

Speaker speaker\_1: Okay. So I still can get the card? It'll probably come out, uh... This check don't say the heat because I worked a full week last week and it's seen on my two-day check.

Speaker speaker\_0: Okay. So I'm unable to give you, get you a card because your coverage isn't active. They haven't started processing your policy numbers and all that information.

Speaker speaker\_1: Okay. So when I see it come out on a check, do I need to call again or do I still need to wait like these 30 days or something?

Speaker speaker\_0: Yep. Once you see the, see the first deduction, you can try giving us a call on Wednesday of the next week. There may be a virtual copy ready. Um, but you become active Monday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.