

## **Transcript: Pearl**

**Rojas-5812404857520128-6721829352947712**

### **Full Transcript**

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I have the pleasure of speaking with? This is Nicholas Pittman. How can I assist you? Yeah, I'm trying to request, um, uh, electro- uh, electronic, uh, email, uh, for, uh, my card. Okay. What's the name of the staffing agency you work for? Friday s- Friday Staffing. Okay, give me one moment. That's Nicholas Pittman on the line. Okay, but I just need one moment while I place you on a brief hold. Okay. All righty, and what are the last four digits of your social? 8118. And your address and date of birth? Uh, 213 Meadow Run EXD, Asheville, North Carolina, 28806, March 14, 1992. Okay, I have your phone number as 828-660-9098. Yes. Okay, and I have your email address as alexanderbiggs257@gmail.com? Yes. All righty. All righty, so taking a look here, you are enrolled in coverage but I don't see any deductions happening yet. Um, do you remember when you enrolled or how? Um, well, they sh-... For some reason they switched our insurance, um, through the company. Um, and they sent me a letter saying that my coverage would be lapsed, um, between, I think it was the... Hold on, let me see. It said my coverage would be lapsed. Um, it says, "Your benefits will now be administered through Benefits and a Card." So they switched my insurance. They say, "Your benefits will be transitioning from Essential Staff Care to Benefits and a Card effective 4/7/2025. Due to this transition, there will be a lapse in coverage from 3/31/2025 to 4/6/2025." Okay, so previously with that other administration, you did have active coverage is what I'm asking you. Yes. Yes. Let's see. Um, because I don't have active coverage for you, let me take a look and see if there's any cards available. It says there are no cards ready. Bear with me. Okay. Mm-hmm. All right, because it says your coverage should have a- been started today. Mm-hmm. So. Hmm. Okay, bear with me one moment while I put you on a brief hold. All right. Thank you so much for holding, Mr. Pittman. Um- Mm-hmm. So this, my support on the floor that would usually be able to clarify more about what the, is going on with our newer, um, clients is not available. What I'm gonna do is I'm gonna take down your information and as soon as I can get some more details on when your access cu- deductions will start, I will give you a call back 'cause your access cards aren't even populating in the insurance carrier's website either. Um, so I'm gonna reach out and see if I can get some more information on when your access coverage will become active and your deductions. And then I'll give you a call back as soon as I, I know some more information. Okay? Okay. Um, is there anything else I need to get you with today? No, that's it. All righty. Thank you so much for calling. Have a great day. Okay.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I have the pleasure of speaking with?

Speaker speaker\_1: This is Nicholas Pittman.

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Yeah, I'm trying to request, um, uh, electro- uh, electronic, uh, email, uh, for, uh, my card.

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

Speaker speaker\_1: Friday s- Friday Staffing.

Speaker speaker\_0: Okay, give me one moment.

Speaker speaker\_2: That's Nicholas Pittman on the line.

Speaker speaker\_0: Okay, but I just need one moment while I place you on a brief hold.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All righty, and what are the last four digits of your social?

Speaker speaker\_1: 8118.

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

Speaker speaker\_1: Uh, 213 Meadow Run EXD, Asheville, North Carolina, 28806, March 14, 1992.

Speaker speaker\_0: Okay, I have your phone number as 828-660-9098.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and I have your email address as alexanderbiggs257@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. All righty, so taking a look here, you are enrolled in coverage but I don't see any deductions happening yet. Um, do you remember when you enrolled or how?

Speaker speaker\_1: Um, well, they sh-... For some reason they switched our insurance, um, through the company. Um, and they sent me a letter saying that my coverage would be lapsed, um, between, I think it was the... Hold on, let me see. It said my coverage would be lapsed. Um, it says, "Your benefits will now be administered through Benefits and a Card." So they switched my insurance. They say, "Your benefits will be transitioning from Essential Staff Care to Benefits and a Card effective 4/7/2025. Due to this transition, there will be a lapse in coverage from 3/31/2025 to 4/6/2025."

Speaker speaker\_0: Okay, so previously with that other administration, you did have active coverage is what I'm asking you.

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: Let's see. Um, because I don't have active coverage for you, let me take a look and see if there's any cards available. It says there are no cards ready. Bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm. All right, because it says your coverage should have a- been started today.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So. Hmm. Okay, bear with me one moment while I put you on a brief hold.

Speaker speaker\_1: All right.

Speaker speaker\_0: Thank you so much for holding, Mr. Pittman. Um-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: So this, my support on the floor that would usually be able to clarify more about what the, is going on with our newer, um, clients is not available. What I'm gonna do is I'm gonna take down your information and as soon as I can get some more details on when your access cu- deductions will start, I will give you a call back 'cause your access cards aren't even populating in the insurance carrier's website either. Um, so I'm gonna reach out and see if I can get some more information on when your access coverage will become active and your deductions. And then I'll give you a call back as soon as I, I know some more information. Okay?

Speaker speaker\_3: Okay.

Speaker speaker\_0: Um, is there anything else I need to get you with today?

Speaker speaker\_3: No, that's it.

Speaker speaker\_0: All righty. Thank you so much for calling. Have a great day.

Speaker speaker\_3: Okay.