

Transcript: Pearl

Rojas-5910554755645440-4769806408663040

Full Transcript

Hi. Hi, good afternoon. Hello. Thank you for calling Benefits in a Card. My name is , who am I supposed to speak with? Um, you're speaking to Edwin. And I'm calling- And how can I help you? Yeah. I'm calling because, um, my, I work for your staffing and they were supposed to enroll me, like transfer my old insurance paperwork to this one. And they couldn't, so I tried to do it on the platform and it said, like, it was no longer available because he was, like, I was, I passed the 30-day window. So I called them again, and they said they were going to, like, process it again. I just wanted to call to check the status on that process- Okay. ... of enrollment. And when you said with Nora Staffing, correct? Yeah, Nora Staffing. Okay, and what's the last 40 digits of your Social? 1029. And your name? Edwin, last name Davidson Bayona. And can you give me your address and date of birth? Yeah. May 5th, 1992 and the address is 4553 4, 47 , 4550 47th Street West, Apartment 132. Zip code 34210. And what was the city and state? Bradenton, in Florida. Okay. And your phone number is 929-262-8767? Yeah, correct. All righty. Okay, so yes, I do have a pending enrollment here for you for preventive health and medical. So your weekly deductions will be \$38.45. It is- Okay. ... all processed. Um, it is still processed. It looks like it was processed on the 20... 6, or today? The 28th, today. Okay. Um, yes. So it, it will take one to two weeks to become active but you did, um, get enrolled and it is processed. Okay. So it will take one to two weeks to get active but yeah, I was enrolled. Okay, perfect. That's, that's all I wanted to hear. Um, thank you very much. I appreciate your help. Yeah. Um, will I get, get like an email confirmation when it's completely processed or...? Um, you won't, but you will see the deduction on your payroll check and you'll, and that way you'll know the next Monday you're active. And then later that week you'll receive a preventive health card in the mail and then your medical will go to your email. Okay. Perfect. Sounds good. Thank you very much. Thank you for calling. You have a great day. Bye.

Conversation Format

Speaker speaker_0: Hi. Hi, good afternoon.

Speaker speaker_1: Hello.

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is , who am I supposed to speak with?

Speaker speaker_1: Um, you're speaking to Edwin. And I'm calling-

Speaker speaker_0: And how can I help you?

Speaker speaker_1: Yeah. I'm calling because, um, my, I work for your staffing and they were supposed to enroll me, like transfer my old insurance paperwork to this one. And they couldn't, so I tried to do it on the platform and it said, like, it was no longer available because he was, like, I was, I passed the 30-day window. So I called them again, and they said they were going to, like, process it again. I just wanted to call to check the status on that process-

Speaker speaker_0: Okay.

Speaker speaker_1: ... of enrollment.

Speaker speaker_0: And when you said with Nora Staffing, correct?

Speaker speaker_1: Yeah, Nora Staffing.

Speaker speaker_0: Okay, and what's the last 40 digits of your Social?

Speaker speaker_1: 1029.

Speaker speaker_0: And your name?

Speaker speaker_1: Edwin, last name Davidson Bayona.

Speaker speaker_0: And can you give me your address and date of birth?

Speaker speaker_1: Yeah. May 5th, 1992 and the address is 4553 4, 47 , 4550 47th Street West, Apartment 132. Zip code 34210.

Speaker speaker_0: And what was the city and state?

Speaker speaker_1: Bradenton, in Florida.

Speaker speaker_0: Okay. And your phone number is 929-262-8767?

Speaker speaker_1: Yeah, correct.

Speaker speaker_0: All righty. Okay, so yes, I do have a pending enrollment here for you for preventive health and medical. So your weekly deductions will be \$38.45. It is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... all processed. Um, it is still processed. It looks like it was processed on the 20...

Speaker speaker_1: 6, or today?

Speaker speaker_0: The 28th, today.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, yes. So it, it will take one to two weeks to become active but you did, um, get enrolled and it is processed.

Speaker speaker_1: Okay. So it will take one to two weeks to get active but yeah, I was enrolled. Okay, perfect. That's, that's all I wanted to hear. Um, thank you very much. I

appreciate your help.

Speaker speaker_0: Yeah.

Speaker speaker_1: Um, will I get, get like an email confirmation when it's completely processed or...?

Speaker speaker_0: Um, you won't, but you will see the deduction on your payroll check and you'll, and that way you'll know the next Monday you're active. And then later that week you'll receive a preventive health card in the mail and then your medical will go to your email.

Speaker speaker_1: Okay. Perfect. Sounds good. Thank you very much.

Speaker speaker_0: Thank you for calling. You have a great day.

Speaker speaker_1: Bye.