

Transcript: Pearl

Rojas-6108279123656704-6032768657702912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Ms. Mwaka? Yes. Um, um, my name is Pearl calling from Benefits in a Card on behalf of your staff, AJC On Track Staffing. Okay. Um, we are processing health care enrollment forms and on your form you chose dental and preventative health for employees plus family. But we did not receive any dependent information. So is that coverage specifically for just yourself or for you and your family? Family. Okay. And what is your spouse's name? Syntiche Esuka. It's going like, the first name is S-Y-N-T-I-C-H-E. And last name is E-S-U-K-A. Okay, and his Social? Oh, give me a second because let me just check first, okay? Oh, his Social is 03175-8318. Okay, and his birthdate? 03175-8318. Okay, and his date of birth? January 4, 1994. Okay. And the name of your first child? Kai- Kairos Bofindoua. It's going like, the first name is K-A-I-R-O-S. And then Bofindoua, B-O-F-I-D-O-U-A. Okay. Full Social? Give me a second. Let me check his Social very fast. Okay. Um, it is 682-060788. Okay. And his birthday? 11/09/2018. Okay. Do you have any more children? Yes, I got three. The second is- You're breaking up. The second is Kabod Mwaka. K-A-B-O-D, first name. And then the last name is M-U-A-K-A. Okay, the, uh, full Social? Uh, it's, uh... So her Social is 850-917460. Okay, date of birth? Uh, 10/01/2019. And the last child's? The last child is Kael Mwaka. Kael Uriel. Kael, but yeah, he, he has a first, two da... Like name of two, I can say two name. The first name is Kael Uriel. K-A-E-L space U-R-I-E-L. Okay. Kael Uriel. And then the last name is Mwaka, M-W-A-K-A. Okay. And Social? Um, second, wait. Give me a second, ma'am, please. I've got to find that very fast. Give me a second, ma'am, please. I've got to find that just for this one here. And also the way I use the phone, I don't have with me here. Kael? He's, oh, okay. It's 707-7270-48. All righty. And date of birth? 9/9/23. All righty. So your weekly deductions are going to be, uh, \$41.18. It will take one to two weeks for the staff at the agency to start making deductions. Once they do, then next Monday you guys are active. And then later that week you'll see your cards in your mail. Can you say that again, please? Um, so your weekly deductions are going to be, uh, \$41.18. It does take one to two weeks for the staff at the agency to, to start making deductions. Once they do, the following Monday you become active. And then later that week you'll receive your card in the mail. Okay. So that one is only for the, like the dental or is going with, with, uh, like health also? It's for preventive- Yeah. ... yeah, preventative visits as well. So, um, your annual physical, immunization, immunizations, hemochromatography screening, some cancer screenings, diabetes, blood pressure, that kind of thing. Okay. Okay, thank you. Thank you so much for attending my call. You have a great day. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, is this Ms. Mwaka?

Speaker speaker_2: Yes.

Speaker speaker_1: Um, um, my name is Pearl calling from Benefits in a Card on behalf of your staff, AJC On Track Staffing.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, we are processing health care enrollment forms and on your form you chose dental and preventative health for employees plus family. But we did not receive any dependent information. So is that coverage specifically for just yourself or for you and your family?

Speaker speaker_2: Family.

Speaker speaker_1: Okay. And what is your spouse's name?

Speaker speaker_2: Syntiche Esuka. It's going like, the first name is S-Y-N-T-I-C-H-E. And last name is E-S-U-K-A.

Speaker speaker_1: Okay, and his Social?

Speaker speaker_2: Oh, give me a second because let me just check first, okay? Oh, his Social is 03175-8318.

Speaker speaker_1: Okay, and his birthdate?

Speaker speaker_2: 03175-8318.

Speaker speaker_1: Okay, and his date of birth?

Speaker speaker_2: January 4, 1994.

Speaker speaker_1: Okay. And the name of your first child?

Speaker speaker_2: Kai- Kairos Bofindoua. It's going like, the first name is K-A-I-R-O-S. And then Bofindoua, B-O-F-I-D-O-U-A.

Speaker speaker_1: Okay. Full Social?

Speaker speaker_2: Give me a second. Let me check his Social very fast.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, it is 682-060788.

Speaker speaker_1: Okay. And his birthday?

Speaker speaker_2: 11/09/2018.

Speaker speaker_1: Okay. Do you have any more children?

Speaker speaker_2: Yes, I got three. The second is-

Speaker speaker_1: You're breaking up.

Speaker speaker_2: The second is Kabod Mwaka. K-A-B-O-D, first name. And then the last name is M-U-A-K-A.

Speaker speaker_1: Okay, the, uh, full Social?

Speaker speaker_2: Uh, it's, uh... So her Social is 850-917460.

Speaker speaker_1: Okay, date of birth?

Speaker speaker_2: Uh, 10/01/2019.

Speaker speaker_1: And the last child's?

Speaker speaker_2: The last child is Kael Mwaka.

Speaker speaker_3: Kael Uriel.

Speaker speaker_2: Kael, but yeah, he, he has a first, two da... Like name of two, I can say two name. The first name is Kael Uriel. K-A-E-L space U-R-I-E-L.

Speaker speaker_1: Okay.

Speaker speaker_2: Kael Uriel. And then the last name is Mwaka, M-W-A-K-A.

Speaker speaker_1: Okay. And Social?

Speaker speaker_2: Um, second, wait. Give me a second, ma'am, please. I've got to find that very fast. Give me a second, ma'am, please. I've got to find that just for this one here. And also the way I use the phone, I don't have with me here. Kael? He's, oh, okay. It's 707-7270-48.

Speaker speaker_1: All righty. And date of birth?

Speaker speaker_2: 9/9/23.

Speaker speaker_1: All righty. So your weekly deductions are going to be, uh, \$41.18. It will take one to two weeks for the staff at the agency to start making deductions. Once they do, then next Monday you guys are active. And then later that week you'll see your cards in your mail.

Speaker speaker_2: Can you say that again, please?

Speaker speaker_1: Um, so your weekly deductions are going to be, uh, \$41.18. It does take one to two weeks for the staff at the agency to, to start making deductions. Once they do, the following Monday you become active. And then later that week you'll receive your card in the mail.

Speaker speaker_2: Okay. So that one is only for the, like the dental or is going with, with, uh, like health also?

Speaker speaker_1: It's for preventive-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... yeah, preventative visits as well. So, um, your annual physical, immunization, immunizations, hemochromatography screening, some cancer screenings, diabetes, blood pressure, that kind of thing.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: Thank you so much for attending my call. You have a great day.

Speaker speaker_2: All right.