

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say was speaking with? Hi, Pearl. My name is Tashara. And how can I assist you? Um, I need to... I think I, um, missed where I'm supposed to activate my account, um, the link in the email, and that's what I need to do because I need my, um, insurance card for a upcoming appointment this week. Okay. So with your, with your coverage, you don't have to activate it. Once they start the deductions, um, your coverage becomes active. I can take a look to see if they've started those deductions yet and if there's any cards available. Okay. Um, but you don't have to activate them- Okay. ... uh, necessarily. What is the name of the staffing agency you work for? Okay, thanks. Bye-bye. Hello? Ma'am? What's the name of the staffing agency you work for? Oh, MAU. And the last four digits of your social? 5850. All righty. And if you can confirm your address and date of birth for me. Um, 1033 Country Place Drive, Augusta, Georgia 30503. And what else you ask me for? Date of birth. 06/07/1990. I'm going to have your phone number as 755-5290. Yes, ma'am. And I have your email address as tasharcosby@gmail.com. Yes, ma'am. Okay, give me one moment. Okay. So, it looks like you were enrolled but we never res- started receiving... Actually, give me one second. Let me take a look here. Okay, you were enrolled back on the 23rd. Your coverage became active on the 23rd of December. Have you stopped working for them or did, did you change assignments or something? No, I still work there. Hm. 'Cause we did, we did, but your coverage did become active on December 23rd, but it was only active for two weeks. Give me one moment. I'm going to place you on a brief hold. Okay. Thank you so much for holding, Ms. Griffin. And you currently are a temp still, right? You're not hired on yet? Yeah, I'm 32. Okay, bear with me one moment. Thank you so much for holding, Ms. Griffin. And just a question, have you seen the deduction on the last couple of paychecks? Honestly, I have not even looked at it. Um, so yeah, so... Okay. 'Cause right now you're currently... I'm not... We're n- we're not certain why the deductions stopped, but it looks like for the last couple paychecks you haven't, um, been deducted for your coverage. I'm gonna have to reach out to my main office, see if we can get in touch with your staff and you can see what happened, why the deductions have stopped. This process will usually take about 24 to 48 hours. Um, but I can definitely do that. And then, if you'd like you can also speak to your payroll team. Um, because I due for, um, Thursday. For Thursday? Okay. I can reach out to them and see what's going on. Yeah, because we don't have an appoint- reporting, uh, appointment. I cannot miss it. Mm-hmm. Yeah, so I can definitely... I'm gonna reach out. I'm gonna send an email to my main office and see wh- if we can figure out what's going on, why the deductions stopped, and then you can also speak to your staff media see if you'd like or speak to your payroll de- department and see why the deductions stopped. Maybe they can answer faster than I can. Um, but I'm definitely gonna

reach out and see what we can get done here. And then as soon as they let me know what's going on or how they can fix it, I'll give you a call and let you know from there. Okay. And if you don't get in touch with me, can you please leave me an e- I mean, a voicemail? Yes, ma'am. If I don't... If I reach out and I don't, um, if I get your voicemail, I'll leave you a voicemail, and then I'll also send you an email just letting you know that I reached out if you can give us a call back. Okay. All righty. Is there anything else? All right. Thank you. Thank you so much for calling. Have a great day. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say was speaking with?

Speaker speaker_1: Hi, Pearl. My name is Tashara.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I need to... I think I, um, missed where I'm supposed to activate my account, um, the link in the email, and that's what I need to do because I need my, um, insurance card for a upcoming appointment this week.

Speaker speaker_0: Okay. So with your, with your coverage, you don't have to activate it. Once they start the deductions, um, your coverage becomes active. I can take a look to see if they've started those deductions yet and if there's any cards available.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but you don't have to activate them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, necessarily. What is the name of the staffing agency you work for?

Speaker speaker_1: Okay, thanks. Bye-bye.

Speaker speaker_0: Hello?

Speaker speaker_1: Ma'am?

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

Speaker speaker_1: Oh, MAU.

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

Speaker speaker_1: 5850.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_1: Um, 1033 Country Place Drive, Augusta, Georgia 30503. And what else you ask me for?

Speaker speaker_0: Date of birth.

Speaker speaker_1: 06/07/1990.

Speaker speaker_0: I'm going to have your phone number as 755-5290.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as tasharcosby@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, give me one moment. Okay. So, it looks like you were enrolled but we never res- started receiving... Actually, give me one second. Let me take a look here. Okay, you were enrolled back on the 23rd. Your coverage became active on the 23rd of December. Have you stopped working for them or did, did you change assignments or something?

Speaker speaker_1: No, I still work there.

Speaker speaker_0: Hm. 'Cause we did, we did, but your coverage did become active on December 23rd, but it was only active for two weeks. Give me one moment. I'm going to place you on a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding, Ms. Griffin. And you currently are a temp still, right? You're not hired on yet?

Speaker speaker_1: Yeah, I'm 32.

Speaker speaker_0: Okay, bear with me one moment. Thank you so much for holding, Ms. Griffin. And just a question, have you seen the deduction on the last couple of paychecks?

Speaker speaker_2: Honestly, I have not even looked at it. Um, so yeah, so...

Speaker speaker_0: Okay. 'Cause right now you're currently... I'm not... We're n- we're not certain why the deductions stopped, but it looks like for the last couple paychecks you haven't, um, been deducted for your coverage. I'm gonna have to reach out to my main office, see if we can get in touch with your staff and you can see what happened, why the deductions have stopped. This process will usually take about 24 to 48 hours. Um, but I can definitely do that. And then, if you'd like you can also speak to your payroll team.

Speaker speaker_2: Um, because I due for, um, Thursday.

Speaker speaker_0: For Thursday? Okay. I can reach out to them and see what's going on.

Speaker speaker_2: Yeah, because we don't have an appoint- reporting, uh, appointment. I cannot miss it.

Speaker speaker_0: Mm-hmm. Yeah, so I can definitely... I'm gonna reach out. I'm gonna send an email to my main office and see wh- if we can figure out what's going on, why the deductions stopped, and then you can also speak to your staff media see if you'd like or speak to your payroll de- department and see why the deductions stopped. Maybe they can answer faster than I can. Um, but I'm definitely gonna reach out and see what we can get done here. And then as soon as they let me know what's going on or how they can fix it, I'll give you a call and let you know from there.

Speaker speaker_2: Okay. And if you don't get in touch with me, can you please leave me an e- I mean, a voicemail?

Speaker speaker_0: Yes, ma'am. If I don't... If I reach out and I don't, um, if I get your voicemail, I'll leave you a voicemail, and then I'll also send you an email just letting you know that I reached out if you can give us a call back.

Speaker speaker_2: Okay.

Speaker speaker_0: All righty. Is there anything else?

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: Thank you so much for calling. Have a great day.

Speaker speaker_2: Bye-bye. Bye.