

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits In a Cart. And my name is Earl. Who do I have the pleasure of speaking with? Oh, Calandra Jane. Yes. How can I assist you? Oh, hi. Um, I signed up for benefits through my staffing agency and, um, I signed up for it probably, I want to say almost a month ago. And I still haven't received my insurance card. Okay. You haven't received any cards at all? No, ma'am. Okay. What's the name of the staffing agency you work for? TRC. TRC. And the last four digits of your social? Um, 1935. Okay. Repeat your name for me. Calandra Jenkins. Okay. And if you can rem- come from your address and date of birth. It's 115 Chisholm Drive, Millsap, Texas 76066. And you said my address and what else? Date of birth. 11/06/1987. All righty. And I have your phone number as 940-843-7428. That is correct. All righty. And I have your email address as your first name, your last name at yahoo.com. Correct. Okay. And I just want to make sure, I am signed up for benefits, correct? You are enrolled in coverage, but it looks like your deductions haven't began. Oh, that's what I thought. Because I was checking my check stub and I, I didn't see that anything was coming out yet. So, that's all we're waiting for, is the staffing agency to start the deductions because we don't have access to the payroll. Um, so we're really just waiting for the deductions to, to begin. And then once the deductions begin, the next Monday you become active. And then later that week, you'll receive the dental and vision card. And... So your dental and vision card will go to your residence and your medical will go to your email. Do you think I need to call my staffing agency and ask them why they haven't started my deductions? You can. Okay. Yeah, I'll call them back and see what's going on with that. All righty. Thank you so much for calling. Have a great day. Okay. You too. Thank you. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits In a Cart. And my name is Earl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Oh, Calandra Jane. Yes.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Oh, hi. Um, I signed up for benefits through my staffing agency and, um, I signed up for it probably, I want to say almost a month ago. And I still haven't received my insurance card.

Speaker speaker_1: Okay. You haven't received any cards at all?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: TRC.

Speaker speaker_1: TRC. And the last four digits of your social?

Speaker speaker_2: Um, 1935.

Speaker speaker_1: Okay. Repeat your name for me.

Speaker speaker_2: Calandra Jenkins.

Speaker speaker_1: Okay. And if you can rem- come from your address and date of birth.

Speaker speaker_2: It's 115 Chisholm Drive, Millsap, Texas 76066. And you said my address and what else?

Speaker speaker_1: Date of birth.

Speaker speaker_2: 11/06/1987.

Speaker speaker_1: All righty. And I have your phone number as 940-843-7428.

Speaker speaker_2: That is correct.

Speaker speaker_1: All righty. And I have your email address as your first name, your last name at yahoo.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay.

Speaker speaker_2: And I just want to make sure, I am signed up for benefits, correct?

Speaker speaker_1: You are enrolled in coverage, but it looks like your deductions haven't began.

Speaker speaker_2: Oh, that's what I thought. Because I was checking my check stub and I, I didn't see that anything was coming out yet.

Speaker speaker_1: So, that's all we're waiting for, is the staffing agency to start the deductions because we don't have access to the payroll. Um, so we're really just waiting for the deductions to, to begin. And then once the deductions begin, the next Monday you become active. And then later that week, you'll receive the dental and vision card. And... So your dental and vision card will go to your residence and your medical will go to your email.

Speaker speaker_2: Do you think I need to call my staffing agency and ask them why they haven't started my deductions?

Speaker speaker_1: You can.

Speaker speaker_2: Okay. Yeah, I'll call them back and see what's going on with that.

Speaker speaker_1: All righty. Thank you so much for calling. Have a great day.

Speaker speaker_2: Okay. You too. Thank you.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye-bye.