

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Cartel. My name is Pearl. 000s You're speaking with. Pearl, my name is Kenneth Kaufman. How are you doing? I am great, and yourself? Just fine. Pearl, my question is, um, I'm out on FMLA, and, um, from my understanding with all the paperwork they sent me, I am responsible for the, um... I'm trying to, the correct words, the premiums that come out of my check on a weekly basis. Um, who do I call about paying those? And I pay them every week, like, as if I was getting a check. Who do I, who do I speak to and who do I call? Us. Okay, so you can... The last one that will be deducted will be deducted this week. So I start paying next week, correct? Correct. If this week, well, you'll, you'll, um, pay the week after. So if this Friday you receive a check- Yes. ... and you receive a deduction, it'll cover for next Monday until that following Sunday. So that, so then that, so let me give you an actual number here. Okay. This week is the 28th. It'll cover you the 30th through the 6th. So you'll call Monday the 7th. And I, and I call this number to pay those premiums, right? Yes, sir. Okay. And you'll take a card, you'll take a card, right? You can take a card over the phone? Yes. Uh, we accept, um, cards accepted American Express. Okay. What about my payroll card for my job? Yes, sir. It's a Visa. Yes, sir. Yes, sir. Okay. That's what I needed to know, Pearl, so I can start after the 30th. And I pay every Friday, or how would I do that? Every Monday. Every Monday. Every Monday. Every Monday starting Monday. I'm writing this down. I apologize. Every Monday. No worries. You're fine. And what's... Can you give me that date? 'Cause I don't have a calendar in front of me. Of course. Figure out when I would start my first payment. The 7th. Start on the 7th. Okay. That's what I need to know, Pearl. I thank you ever so much and you have a fantastic day. You as well. Thank you for calling. Okay. Thank you. Bye. Okay, I got that out of the way.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Cartel. My name is Pearl. 000s You're speaking with.

Speaker speaker_1: Pearl, my name is Kenneth Kaufman. How are you doing?

Speaker speaker_0: I am great, and yourself?

Speaker speaker_1: Just fine. Pearl, my question is, um, I'm out on FMLA, and, um, from my understanding with all the paperwork they sent me, I am responsible for the, um... I'm trying to, the correct words, the premiums that come out of my check on a weekly basis. Um, who do I call about paying those? And I pay them every week, like, as if I was getting a check. Who

do I, who do I speak to and who do I call?

Speaker speaker_0: Us.

Speaker speaker_1: Okay, so you can... The last one that will be deducted will be deducted this week. So I start paying next week, correct?

Speaker speaker_0: Correct. If this week, well, you'll, you'll, um, pay the week after. So if this Friday you receive a check-

Speaker speaker_1: Yes.

Speaker speaker_0: ... and you receive a deduction, it'll cover for next Monday until that following Sunday. So that, so then that, so let me give you an actual number here.

Speaker speaker_1: Okay.

Speaker speaker_0: This week is the 28th. It'll cover you the 30th through the 6th. So you'll call Monday the 7th.

Speaker speaker_1: And I, and I call this number to pay those premiums, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. And you'll take a card, you'll take a card, right? You can take a card over the phone?

Speaker speaker_0: Yes. Uh, we accept, um, cards accepted American Express.

Speaker speaker_1: Okay. What about my payroll card for my job?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: It's a Visa.

Speaker speaker_0: Yes, sir. Yes, sir.

Speaker speaker_1: Okay. That's what I needed to know, Pearl, so I can start after the 30th. And I pay every Friday, or how would I do that?

Speaker speaker_0: Every Monday.

Speaker speaker_1: Every Monday. Every Monday. Every Monday starting Monday. I'm writing this down. I apologize. Every Monday.

Speaker speaker_0: No worries. You're fine.

Speaker speaker_1: And what's... Can you give me that date? 'Cause I don't have a calendar in front of me.

Speaker speaker_0: Of course.

Speaker speaker_1: Figure out when I would start my first payment.

Speaker speaker_0: The 7th.

Speaker speaker_1: Start on the 7th. Okay. That's what I need to know, Pearl. I thank you ever so much and you have a fantastic day.

Speaker speaker_0: You as well. Thank you for calling.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Bye.

Speaker speaker_1: Okay, I got that out of the way.