

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lute at the pleasure of speaking with... Hi, Pearl. This is Tori with APL. I've got a member on the other line. His name is Calvin Nicks. Uh, the last four digits of his social is 0655. He is calling because he said that he's supposed to have insurance, uh, through us but I am not finding them in our system so I was gonna let him go ahead and talk to you guys. Uh, he is with the group, um, Carlton Staffing. All righty. Thank you so much again. Go ahead and put him through. Okay, thanks, Miss Pearl. Buh-bye, ma'am. You're welcome. Buh-bye. Hello? Hi, Mister Nicks. My name is Pearl from Benefits in a Card and Miss Tori was telling me that you were wondering about your benefits. Yes, correct. I'm just trying to see 'cause I tried to sign up like at the first week of March and I text all my information in but I never heard nothing back. So I'm trying to see did it go through or... Okay. Just confirm the name of your staffing agency and the last four of your social. Yeah. It's, staff name is Carlton Staffing and my last four is 0655. I need you to confirm your address- They just said they need something f- Oh, what's that again? I'm sorry. Your address and date of birth. Oh, date of birth is February the 4th, 1981. And what else you need? Address. Oh, address is 4025 Burke Road, Apartment 812, Pasadena, Texas, 77504. Okay. And your phone number is 409-904-5427? Correct. And your email address is calvin_nicks@yahoo.com? Yes, ma'am. Correct. Okay, so I do have you enrolled. You are enrolled in a couple different plans. We just haven't received any deductions. Yes, that, I guess I talked to them and she said HR guess they're saying like they didn't receive nothing from you guys stating that they enrolled so they can start taking the money out my, um, paycheck. I have that we sent over that enrollment on the 10th of March. Yeah, but no, I just called them yesterday and they said that's what I told them I think I filed like on the seventh or something for it. So I don't know, y'all. 'Cause they said they- Yeah. ... not seen nothing on there like I'd applied for it. Is there a way you can resend it to them or, I don't know, I'm just trying to, 'cause... Um, let me take a look. Let me place you on a brief hold, um, and see what- Okay. ... we can do or if we need the staffing agency to reach out. Just bear with me. Okay. Okay then. All righty, thank you so much for holding, Mister Nicks. Um, so I'm gonna have the, the main office resend that file over to your staffing agency. If there's any issues or they have any concerns, I'll give you a call back, um, myself. Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. Okay, thank you. You do the same. Buh-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lute at the pleasure of speaking with...

Speaker speaker_1: Hi, Pearl. This is Tori with APL. I've got a member on the other line. His name is Calvin Nicks. Uh, the last four digits of his social is 0655. He is calling because he said that he's supposed to have insurance, uh, through us but I am not finding them in our system so I was gonna let him go ahead and talk to you guys. Uh, he is with the group, um, Carlton Staffing.

Speaker speaker_0: All righty. Thank you so much again. Go ahead and put him through.

Speaker speaker_1: Okay, thanks, Miss Pearl. Buh-bye, ma'am.

Speaker speaker_0: You're welcome. Buh-bye.

Speaker speaker_2: Hello?

Speaker speaker_0: Hi, Mister Nicks. My name is Pearl from Benefits in a Card and Miss Tori was telling me that you were wondering about your benefits.

Speaker speaker_2: Yes, correct. I'm just trying to see 'cause I tried to sign up like at the first week of March and I text all my information in but I never heard nothing back. So I'm trying to see did it go through or...

Speaker speaker_0: Okay. Just confirm the name of your staffing agency and the last four of your social.

Speaker speaker_2: Yeah. It's, staff name is Carlton Staffing and my last four is 0655.

Speaker speaker_0: I need you to confirm your address-

Speaker speaker_2: They just said they need something f- Oh, what's that again? I'm sorry.

Speaker speaker_0: Your address and date of birth.

Speaker speaker_2: Oh, date of birth is February the 4th, 1981. And what else you need?

Speaker speaker_0: Address.

Speaker speaker_2: Oh, address is 4025 Burke Road, Apartment 812, Pasadena, Texas, 77504.

Speaker speaker_0: Okay. And your phone number is 409-904-5427?

Speaker speaker_2: Correct.

Speaker speaker_0: And your email address is calvin_nicks@yahoo.com?

Speaker speaker_2: Yes, ma'am. Correct.

Speaker speaker_0: Okay, so I do have you enrolled. You are enrolled in a couple different plans. We just haven't received any deductions.

Speaker speaker_2: Yes, that, I guess I talked to them and she said HR guess they're saying like they didn't receive nothing from you guys stating that they enrolled so they can start taking the money out my, um, paycheck.

Speaker speaker_0: I have that we sent over that enrollment on the 10th of March.

Speaker speaker_2: Yeah, but no, I just called them yesterday and they said that's what I told them I think I filed like on the seventh or something for it. So I don't know, y'all. 'Cause they said they-

Speaker speaker_0: Yeah.

Speaker speaker_2: ... not seen nothing on there like I'd applied for it. Is there a way you can resend it to them or, I don't know, I'm just trying to, 'cause...

Speaker speaker_0: Um, let me take a look. Let me place you on a brief hold, um, and see what-

Speaker speaker_2: Okay.

Speaker speaker_0: ... we can do or if we need the staffing agency to reach out. Just bear with me.

Speaker speaker_2: Okay. Okay then.

Speaker speaker_1: All righty, thank you so much for holding, Mister Nicks. Um, so I'm gonna have the, the main office resend that file over to your staffing agency. If there's any issues or they have any concerns, I'll give you a call back, um, myself.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Okay, thank you. You do the same. Buh-bye.