

Transcript: Pearl

Rojas-6436699568553984-6434956516474880

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 just say you're speaking with? Hey, my name is Josue Sanchez. And how can I assist you? I, um, I had just gone to this, uh, this, uh, it's called the Resource, and I applied to, to get a job there, and then, um, I was doing the whole, um... What is it, the whole processing stuff, and I saw on your Benefits on a Card that it said when I, when I, when I went to the eSignature, um, I have to change my s- uh, what is it, US status because it didn't let me, it didn't let me change it on their, on their computer, but they told me to call you guys, see if you can change it for me. What do you mean change your US status? Uh, so I'm a DACA holder. I have a worker's permit, and in order for me to be able to apply for a green card in the future, I cannot have anything saying that I'm a US citizen because then that, that ruins my chances of, uh, of g- getting a green card because I technically, I lied on a, on a document in order for me... But on, on this thing, I d- I couldn't find an option to change my s- uh, US status. I don't, I don't understand it. I don't know if that makes, like makes sense. Yes, I know that the enrollment forms do ask you your, um, asks you that, but let me... 'Cause we don't, it doesn't... How do I put it? Um, in our system, it doesn't, that isn't inputted to our system. Um, now, if you said it in a enrollment form, the enrollment form would be saved to th- to our system. Um, but it's just a copy of what you already filled out. It's not something we can change. Interesting. Mm-hmm. Okay. Okay. Um, well, then. All right, well, I mean, if that's not something I can change because, um, I didn't, you know, like I said, there was no option for me. They just kind of gave me the option of being a US citizen, which I'm not yet, you know? So, it's like it's... I, I'm not sure how, how, how, uh, it'll, it'll make me look in the future but, um, uh- And the staff they did get you to give us a call? Yes, they told me to give you guys a call hopefully if you guys could, hopefully you guys could help me out. Yeah, 'cause that's not something we input in the system. When we receive those forms, that's not something we input in the system. Um, the only thing that would be, like if we did get, if it, we did get a copy of your enrollment form, it would be like, the picture of the form filled out will be in our system, but as far as there being something we can change or something that's noted on your account, there's not. Um, it would just be a question of making sure the, the staff that you see makes, uh, makes that change in their, in their files. Okay, so... Okay. Okay, then. Uh, I'll give them a call and see what they can do for me. All right, thank you so much for calling. You have a great day. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I just say you're speaking with?

Speaker speaker_2: Hey, my name is Josue Sanchez.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I, um, I had just gone to this, uh, this, uh, it's called the Resource, and I applied to, to get a job there, and then, um, I was doing the whole, um... What is it, the whole processing stuff, and I saw on your Benefits on a Card that it said when I, when I, when I went to the eSignature, um, I have to change my s- uh, what is it, US status because it didn't let me, it didn't let me change it on their, on their computer, but they told me to call you guys, see if you can change it for me.

Speaker speaker_1: What do you mean change your US status?

Speaker speaker_2: Uh, so I'm a DACA holder. I have a worker's permit, and in order for me to be able to apply for a green card in the future, I cannot have anything saying that I'm a US citizen because then that, that ruins my chances of, uh, of g- getting a green card because I technically, I lied on a, on a document in order for me... But on, on this thing, I d- I couldn't find an option to change my s- uh, US status. I don't, I don't understand it. I don't know if that makes, like makes sense.

Speaker speaker_1: Yes, I know that the enrollment forms do ask you your, um, asks you that, but let me... 'Cause we don't, it doesn't... How do I put it? Um, in our system, it doesn't, that isn't inputted to our system. Um, now, if you said it in a enrollment form, the enrollment form would be saved to th- to our system. Um, but it's just a copy of what you already filled out. It's not something we can change.

Speaker speaker_2: Interesting.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Okay. Um, well, then. All right, well, I mean, if that's not something I can change because, um, I didn't, you know, like I said, there was no option for me. They just kind of gave me the option of being a US citizen, which I'm not yet, you know? So, it's like it's... I, I'm not sure how, how, how, uh, it'll, it'll make me look in the future but, um, uh-

Speaker speaker_1: And the staff they did get you to give us a call?

Speaker speaker_2: Yes, they told me to give you guys a call hopefully if you guys could, hopefully you guys could help me out.

Speaker speaker_1: Yeah, 'cause that's not something we input in the system. When we receive those forms, that's not something we input in the system. Um, the only thing that would be, like if we did get, if it, we did get a copy of your enrollment form, it would be like, the picture of the form filled out will be in our system, but as far as there being something we can change or something that's noted on your account, there's not. Um, it would just be a question of making sure the, the staff that you see makes, uh, makes that change in their, in their files.

Speaker speaker_2: Okay, so... Okay. Okay, then. Uh, I'll give them a call and see what they can do for me.

Speaker speaker_1: All righty, thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. Bye-bye.