

## **Transcript: Pearl**

**Rojas-6439487429197824-6551342915043328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl ... who else was just speaking with? Uh, Tracy Tate. And how can I assist you? Yeah, I had got a text message saying that there was something, a payment or something missed from last week on my BIC. Okay. Do you work with a staffing agency? Yes. For which one? Uh, BG Staffing. And the last four digits of your social? It's, uh, 4273. Can you repeat your name for me? Uh, Tracy Tate. All right. I need to confirm your address and date of birth. Uh, um, 01/22/1973. And you said my address? Yes. Uh, I think the one is date. They have a different one, though, on file from where I was at. But it was, uh... What was that address again? 6500 Uh, 6500 West Charleston. And the city and state? Las Vegas, Nevada. Okay. I have a different date of birth on file for you. Can you repeat your date of birth? 01/22/1973. No, I have a different, uh, um, different date of birth. Can you verify your full social so I can change that date of birth for you? 503 90-1473. All righty. And you said 01/22/73, correct? Yes. Okay. So yes. It looks like there wasn't a deduction for, um... The deduction last week wasn't made for this week, so your coverage isn't active. Um, give me one second. Yeah, for some reason the direction, deduction wasn't made last week, um, so you don't have active coverage. So we can do one of two things. You can make a direct statement today over the phone of the \$60.45, or you can wait until this week that they make the deduction again, and you'll have coverage next week, however you prefer. Yeah, 'cause they, they normally just deduct it from my payroll, but I haven't had any work in, like, the last week or two. Okay, yep. So we can... You can either make the dir- the, the payment so you have active coverage or just wait until you're back on assignment and the deductions begin again. Yeah, I'm gonna do that 'cause I, I, I'm not working, so. Okay. Mm-hmm. All right. I'll go ahead and notice your account. Thank you. No problem. You have a great day. You too.

### **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 Card. My name is Pearl ... who else was just speaking with? Uh, Tracy Tate.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yeah, I had got a text message saying that there was something, a payment or something missed from last week on my BIC.

Speaker speaker\_0: Okay. Do you work with a staffing agency?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For which one?

Speaker speaker\_1: Uh, BG Staffing.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: It's, uh, 4273.

Speaker speaker\_0: Can you repeat your name for me?

Speaker speaker\_1: Uh, Tracy Tate.

Speaker speaker\_0: All right. I need to confirm your address and date of birth.

Speaker speaker\_1: Uh, um, 01/22/1973. And you said my address?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, I think the one is date. They have a different one, though, on file from where I was at. But it was, uh... What was that address again?

Speaker speaker\_2: 6500

Speaker speaker\_1: Uh, 6500 West Charleston.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Las Vegas, Nevada.

Speaker speaker\_0: Okay. I have a different date of birth on file for you. Can you repeat your date of birth?

Speaker speaker\_1: 01/22/1973.

Speaker speaker\_0: No, I have a different, uh, um, different date of birth. Can you verify your full social so I can change that date of birth for you?

Speaker speaker\_1: 503 90-1473.

Speaker speaker\_0: All righty. And you said 01/22/73, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So yes. It looks like there wasn't a deduction for, um... The deduction last week wasn't made for this week, so your coverage isn't active. Um, give me one second. Yeah, for some reason the direction, deduction wasn't made last week, um, so you don't have active coverage. So we can do one of two things. You can make a direct statement today over the phone of the \$60.45, or you can wait until this week that they make the deduction again, and you'll have coverage next week, however you prefer.

Speaker speaker\_1: Yeah, 'cause they, they normally just deduct it from my payroll, but I haven't had any work in, like, the last week or two.

Speaker speaker\_0: Okay, yep. So we can... You can either make the dir- the, the payment so you have active coverage or just wait until you're back on assignment and the deductions begin again.

Speaker speaker\_1: Yeah, I'm gonna do that 'cause I, I, I'm not working, so.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. I'll go ahead and notice your account.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem. You have a great day.

Speaker speaker\_1: You too.