

## **Transcript: Pearl**

**Rojas-6505925650104320-6450244888772608**

### **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 does have the pleasure of speaking with? Celestine Goodwin. C-E-L-E-S-T-I-N-E. And how can I assist you? I was calling to see if I can get enrolled on this program, Benefits in a Card. Okay. What's the name of the staffing agency you work for? CareBuilders. And the last four digits of your social? 6240. All righty. And if you can confirm your address and date of birth. My address and my date of birth? Yes. 1565 1/2 Clark Street, Wilkinsburg, PA 15221. September the 29th, 1963. All righty. Now your phone number is 412-583-7094. Yes, that's correct. And I have your email address as goodwin c1963@yahoo.com. Yes, that is correct. All righty. And how long have you been working for CareBuilders? I guess almost about three, close to four years. Okay. So in order to enroll in coverage, you have to be within two time frames, within the first 30 days of receiving your first paycheck, which for you has passed, and, um, or during company open enrollment, which is around the, the, um, ninth of this month. Okay. Yep. So you just wait until, um... I believe the ninth. Let me see what day that is. So, yep, the ninth is a Monday, so if you want to call either the ninth or the 10th, um there'll be a company open enrollment for your, for your staffing agency and then you'll be able to enroll in coverage. All right. Thank you. Um, can you give me, um, any, um, pointers on the price or the deductions? How is it payroll deducted, monthly payments, or how, how does that work? So they're weekly d- they're weekly deductions that are taken straight from your payroll check. Um, after you enroll, it normally takes one to two weeks for those deductions to start. Um, and then the price- Okay. ... just depends on how many plans you choose because everything is separate. Oh, okay. Thank you. All right. No problem. Thank you so much for calling. Mm-hmm. Have a good day. Have a good day. Oh, 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 does have the pleasure of speaking with?

Speaker speaker\_2: Celestine Goodwin. C-E-L-E-S-T-I-N-E.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I was calling to see if I can get enrolled on this program, Benefits in a Card.

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_2: CareBuilders.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 6240.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_2: My address and my date of birth?

Speaker speaker\_1: Yes.

Speaker speaker\_2: 1565 1/2 Clark Street, Wilkinsburg, PA 15221. September the 29th, 1963.

Speaker speaker\_1: All righty. Now your phone number is 412-583-7094.

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: And I have your email address as goodwin c1963@yahoo.com.

Speaker speaker\_2: Yes, that is correct.

Speaker speaker\_1: All righty. And how long have you been working for CareBuilders?

Speaker speaker\_2: I guess almost about three, close to four years.

Speaker speaker\_1: Okay. So in order to enroll in coverage, you have to be within two time frames, within the first 30 days of receiving your first paycheck, which for you has passed, and, um, or during company open enrollment, which is around the, the, um, ninth of this month.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yep. So you just wait until, um... I believe the ninth. Let me see what day that is. So, yep, the ninth is a Monday, so if you want to call either the ninth or the 10th, um there'll be a company open enrollment for your, for your staffing agency and then you'll be able to enroll in coverage.

Speaker speaker\_2: All right. Thank you. Um, can you give me, um, any, um, pointers on the price or the deductions? How is it payroll deducted, monthly payments, or how, how does that work?

Speaker speaker\_1: So they're weekly d- they're weekly deductions that are taken straight from your payroll check. Um, after you enroll, it normally takes one to two weeks for those deductions to start. Um, and then the price-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just depends on how many plans you choose because everything is separate.

Speaker speaker\_2: Oh, okay. Thank you. All right.

Speaker speaker\_1: No problem. Thank you so much for calling.

Speaker speaker\_2: Mm-hmm. Have a good day.

Speaker speaker\_1: Have a good day.

Speaker speaker\_2: Oh, bye-bye.