

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Hi, good morning. My name is Robin McGuinness. How can I assist you? I signed up... I'm just calling for status on my insurance. I spoke with a representative about three weeks ago to get signed up and to date, I've not received any emails, any correspondence through the mail. No word at all as to what the status of my insurance is. Okay, and what's the name of the staff agency you work for? Versella. And the last four digits of your Social? 1358. Ready? One moment. And if you can verify your address and date of birth? You bet. The address is 1001 North Pasadena, Unit 53, Mesa, Arizona 85201. Date of birth is 3/13/1961. Okay, and I have your phone number as 480-577-9285. Yes, that is accurate. And I have your email address as azgirl2@zox.net. Yes, that is correct. Okay, so I am showing, um, I am showing you're enrolled in dental, vision, and the VIP bundle, but you haven't become active yet. It looks like the deductions haven't begun. So, once the deductions begin, then I will become active and I'll be emailed my card? So, once you see the first deduction, the next Monday you'll be active. Um, and then the, later that week you'll receive your medical card in your email and then vision and dental will go to your, uh, residence. Oh, okay, okay. So, okay, that makes sense. So, I guess my, my next step is I need to call Versella to see when that is going to be, become active, so when they're gonna start taking the deductions. Take a look here, looks like you did your enrollment on the 17th. So, say one, two... Yeah. Um, yeah, you can speak with them and see, um, if, uh, when they, if they know when the deductions will begin. Um, because it usually takes one to two weeks and you enrolled on the 17th, so it should have been, um, last week. It could possibly start this week. Um... Okay. But yeah, 17, you can call. I'll give them a call. Yeah. Yeah, I'll give them a call just to confirm. But I appreciate your, all your help. Thank you. No problem. Thank you so much for calling. You have a great day. You have a great day. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Hi, good morning. My name is Robin McGuinness.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I signed up... I'm just calling for status on my insurance. I spoke with a representative about three weeks ago to get signed up and to date, I've not received any

emails, any correspondence through the mail. No word at all as to what the status of my insurance is.

Speaker speaker_0: Okay, and what's the name of the staff agency you work for?

Speaker speaker_1: Versella.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 1358.

Speaker speaker_0: Ready? One moment. And if you can verify your address and date of birth?

Speaker speaker_1: You bet. The address is 1001 North Pasadena, Unit 53, Mesa, Arizona 85201. Date of birth is 3/13/1961.

Speaker speaker_0: Okay, and I have your phone number as 480-577-9285.

Speaker speaker_1: Yes, that is accurate.

Speaker speaker_0: And I have your email address as azgirl2@zox.net.

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: Okay, so I am showing, um, I am showing you're enrolled in dental, vision, and the VIP bundle, but you haven't become active yet. It looks like the deductions haven't begun.

Speaker speaker_1: So, once the deductions begin, then I will become active and I'll be emailed my card?

Speaker speaker_0: So, once you see the first deduction, the next Monday you'll be active. Um, and then the, later that week you'll receive your medical card in your email and then vision and dental will go to your, uh, residence.

Speaker speaker_1: Oh, okay, okay. So, okay, that makes sense. So, I guess my, my next step is I need to call Versella to see when that is going to be, become active, so when they're gonna start taking the deductions.

Speaker speaker_0: Take a look here, looks like you did your enrollment on the 17th. So, say one, two... Yeah. Um, yeah, you can speak with them and see, um, if, uh, when they, if they know when the deductions will begin. Um, because it usually takes one to two weeks and you enrolled on the 17th, so it should have been, um, last week. It could possibly start this week. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: But yeah, 17, you can call.

Speaker speaker_1: I'll give them a call.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, I'll give them a call just to confirm. But I appreciate your, all your help. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You have a great day. Bye-bye.