

Transcript: Pearl

Rojas-4572450039840768-6423951553118208

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 do I have the pleasure of speaking with? Hi, my name is Gabriela. How can I assist you? Hello? Oh, yeah, I'm just calling to make a payment. Okay. What's the name of the staffing agency you work for? It's BGSS. And the last four digits of your Social? 4330. All righty. And if you can confirm your address and date of birth. Um, 25 Terminus, Atlanta, Georgia, 30305, 10/18/90. Okay. And I have your phone number as 888-9548. Yeah, that's it. Can I have your, um, email address as your last name, your first name, at gmail.com? Yes. All righty. Bear with me. Okay. Okay. And you're calling to make a direct payment, correct? Yes. I've got, like, a text message. Okay, so we're actually missing two weeks, um, of payments from you, so you would have to make both weeks for the 23rd and the 30th. You're not able to make just one. Um, you're not able to skip a week. Okay, that's fine. I was out, so, um, that's fine. Okay. So you're still with the company? I was out of the office for 14 days. So yeah, I'm still with them but I wasn't with a assignment. Okay. So I guess... I haven't got paid in two weeks. You get it? So you guys are not getting paid. So I'm paying you out of pocket. I go back to work tomorrow. Okay. I was just gonna let you know, if you want, you can make the two direct payments with us or you can simply wait until you start working again and the deductions will begin again. Uh, I just didn't want it to get canceled but I guess I'll get paid next... I'll get, you know, uh, one... I'll get paid for a day next week and I wonder what that cover... Yeah, that should cover it too. Is that what you're saying? It's 24.11. Okay. So it'll be like \$48? Um, yeah. So it'll be, today would be... if you did it today, it would be 48.22. If you wait until the... your paycheck, it would be just the 24.11 of that current week. Oh, okay. I wanna wait. Okay. Um- I mean, I guess. I just didn't want... Yeah, because... You have to go over four weeks, four consecutive weeks without payments for it to, to initially cancel it out. And right now, you're on week two. Okay, good. I just... I kept getting these notifications, so I thought like, it was... I don't know. I just wanted to make sure everything was okay. No, you're fine. You just, um, you just won't have active coverage until we receive the new deduction. Um, but that's the only thing. Okay, sounds good. Well, I, um, work tomorrow, so that probably would cover next week's and then I'll be back on track. Yep. Okay, thanks, Carla. No problem. Thank you for calling. You have a great day.

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 do I have the pleasure of speaking with?

Speaker speaker_2: Hi, my name is Gabriela.

Speaker speaker_1: How can I assist you?

Speaker speaker_3: Hello?

Speaker speaker_2: Oh, yeah, I'm just calling to make a payment.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: It's BGSS.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 4330.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker_2: Um, 25 Terminus, Atlanta, Georgia, 30305, 10/18/90.

Speaker speaker_1: Okay. And I have your phone number as 888-9548.

Speaker speaker_2: Yeah, that's it.

Speaker speaker_1: Can I have your, um, email address as your last name, your first name, at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Bear with me.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And you're calling to make a direct payment, correct?

Speaker speaker_2: Yes. I've got, like, a text message.

Speaker speaker_1: Okay, so we're actually missing two weeks, um, of payments from you, so you would have to make both weeks for the 23rd and the 30th. You're not able to make just one. Um, you're not able to skip a week.

Speaker speaker_2: Okay, that's fine. I was out, so, um, that's fine.

Speaker speaker_1: Okay. So you're still with the company?

Speaker speaker_2: I was out of the office for 14 days. So yeah, I'm still with them but I wasn't with a assignment.

Speaker speaker_1: Okay.

Speaker speaker_2: So I guess... I haven't got paid in two weeks. You get it? So you guys are not getting paid. So I'm paying you out of pocket. I go back to work tomorrow.

Speaker speaker_1: Okay. I was just gonna let you know, if you want, you can make the two direct payments with us or you can simply wait until you start working again and the deductions will begin again.

Speaker speaker_2: Uh, I just didn't want it to get canceled but I guess I'll get paid next... I'll get, you know, uh, one... I'll get paid for a day next week and I wonder what that cover... Yeah, that should cover it too. Is that what you're saying?

Speaker speaker_1: It's 24.11.

Speaker speaker_2: Okay. So it'll be like \$48?

Speaker speaker_1: Um, yeah. So it'll be, today would be... if you did it today, it would be 48.22. If you wait until the... your paycheck, it would be just the 24.11 of that current week.

Speaker speaker_2: Oh, okay. I wanna wait.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: I mean, I guess. I just didn't want... Yeah, because...

Speaker speaker_1: You have to go over four weeks, four consecutive weeks without payments for it to, to initially cancel it out. And right now, you're on week two.

Speaker speaker_2: Okay, good. I just... I kept getting these notifications, so I thought like, it was... I don't know. I just wanted to make sure everything was okay.

Speaker speaker_1: No, you're fine. You just, um, you just won't have active coverage until we receive the new deduction. Um, but that's the only thing.

Speaker speaker_2: Okay, sounds good. Well, I, um, work tomorrow, so that probably would cover next week's and then I'll be back on track.

Speaker speaker_1: Yep.

Speaker speaker_2: Okay, thanks, Carla.

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