

## Transcript: Pearl

**Rojas-4609806145372160-6025891289710592**

### 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 Ruedas. How may I assist you? Yeah, with Debbie. How can I assist you? I got a text from, um, the people who were in service telling me I needed to call this number. Okay. What's the name of the staffing agency you work for? Hold on a second. OnTrack. And the last four digits of your Social? 6800. I'm sorry, what was that? 6800. All righty, and... If you can verify your address and date of birth, please? 2524 Northeast 14th, Oklahoma City, Oklahoma 73117. And my birthday is 3/25/'72. Okay. And I have your phone number as 405-500-8182? Yes. And I have your email address as calvis@gmail.com? No. Okay. What's your email? First and last name at yahoo.com. Okay, so let's take a look here. Calvisbindia@yahoo.com. Okay, calvisbindia@yahoo... Okay, I do have an enrollment for you. The deductions haven't began, so your coverage is inactive, but I do have an enrollment for dental, vision and medical. Um, did the text say something in s- um, in particular or specifically on why to call? You s- you say what now? I do have a current enrollment for you for dental, vision and, and medical. The deductions haven't started, so your coverage is inactive. Um, so did the text message say why to call or anything else besides to call the number? Uh, let me see. Uh, what do you mean the deductions haven't been, haven't been met? So, they haven't started. Your, your weekly deductions are gonna be up \$23.44 for your three plans, um, but the deductions haven't started, so your coverage is inactive yet. Well, uh, they've been taking it out my check. Hm. Do you know what it says next to the deduction? 'Cause I have, I don't have that we've received any. Uh, let me see here. OnTrack, let's see. Uh... Where is it? It says... It says, "Welcome to OnTrack Staffing. You have 30 days from the first day paycheck to enroll and call Benefits." Okay. You know? Yeah, so that's just a... Yeah, so that's just letting you know to, reminding you to enroll in benefits. It looks like you already did. You must have filled it out during onboarding. Um- Mm-hmm. A- so it's just really waiting for the deductions to start. And you will receive that text message, though, once a week for the first 30 days just to remind you to, to get that done. Okay, so w- when will, when will they start deducting them? It just depends on the staffing agency. I, I wouldn't be able to say. I'm not part of the actual agency. Hmm. Hey, you said I haven't met the, uh, the deductible yet? No, the deductions haven't started yet. So, y'all have to what, uh, deduct what? \$500 before I can use it? Is that what you're telling me? No, your deduction... What they're taking from you every t- every week is \$23.44. That hasn't started yet. Wow. Mm-hmm. I thought it would start as soon as I, uh, started working this, uh, assignment. Um, it usually takes one to two weeks to process, so depending on when you enrolled... Um, looks like... I'm not showing... Give me one second to see if I can see where... It looks like you did your enrollment... Um... Hm. Okay, so yeah, so it looks like your enrollment was just processed on the 4th. So, it'll take about one to two weeks from the 4th. Okay. How long will it

take for me to receive a card or something? It'll be- I haven't got- ... the end of the week after your first deduction. Okay, you don't know when that'll be, huh? No, sir. Wow, 'cause I know I have a doctor's appointment like on the 21st or the 22nd. I'm just hoping I have the card by then. It's possible. Once you see the first deduction, if you give us a call about the Wednesday following, we can actually send you virtual copies while your physicals arrive. Okay. All righty. All righty, thank you so much for calling. You have a great day. All right.

## 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 Ruedas. How may I assist you?

Speaker speaker\_2: Yeah, with Debbie.

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: I got a text from, um, the people who were in service telling me I needed to call this number.

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

Speaker speaker\_2: Hold on a second. OnTrack.

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

Speaker speaker\_2: 6800.

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_2: 6800.

Speaker speaker\_1: All righty, and... If you can verify your address and date of birth, please?

Speaker speaker\_2: 2524 Northeast 14th, Oklahoma City, Oklahoma 73117. And my birthday is 3/25/'72.

Speaker speaker\_1: Okay. And I have your phone number as 405-500-8182?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address as calvis@gmail.com?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. What's your email?

Speaker speaker\_2: First and last name at yahoo.com.

Speaker speaker\_1: Okay, so let's take a look here.

Speaker speaker\_2: Calvisbindia@yahoo.com.

Speaker speaker\_1: Okay, calvisbindia@yahoo... Okay, I do have an enrollment for you. The deductions haven't began, so your coverage is inactive, but I do have an enrollment for dental, vision and medical. Um, did the text say something in s- um, in particular or specifically on why to call?

Speaker speaker\_2: You s- you say what now?

Speaker speaker\_1: I do have a current enrollment for you for dental, vision and, and medical. The deductions haven't started, so your coverage is inactive. Um, so did the text message say why to call or anything else besides to call the number?

Speaker speaker\_2: Uh, let me see. Uh, what do you mean the deductions haven't been, haven't been met?

Speaker speaker\_1: So, they haven't started. Your, your weekly deductions are gonna be up \$23.44 for your three plans, um, but the deductions haven't started, so your coverage is inactive yet.

Speaker speaker\_2: Well, uh, they've been taking it out my check.

Speaker speaker\_1: Hm. Do you know what it says next to the deduction? 'Cause I have, I don't have that we've received any.

Speaker speaker\_2: Uh, let me see here. OnTrack, let's see. Uh... Where is it? It says... It says, "Welcome to OnTrack Staffing. You have 30 days from the first day paycheck to enroll and call Benefits."

Speaker speaker\_1: Okay.

Speaker speaker\_2: You know?

Speaker speaker\_1: Yeah, so that's just a... Yeah, so that's just letting you know to, reminding you to enroll in benefits. It looks like you already did. You must have filled it out during onboarding. Um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: A- so it's just really waiting for the deductions to start. And you will receive that text message, though, once a week for the first 30 days just to remind you to, to get that done.

Speaker speaker\_2: Okay, so w- when will, when will they start deducting them?

Speaker speaker\_1: It just depends on the staffing agency. I, I wouldn't be able to say. I'm not part of the actual agency.

Speaker speaker\_2: Hmm. Hey, you said I haven't met the, uh, the deductible yet?

Speaker speaker\_1: No, the deductions haven't started yet.

Speaker speaker\_2: So, y'all have to what, uh, deduct what? \$500 before I can use it? Is that what you're telling me?

Speaker speaker\_1: No, your deduction... What they're taking from you every t- every week is \$23.44. That hasn't started yet.

Speaker speaker\_2: Wow.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I thought it would start as soon as I, uh, started working this, uh, assignment.

Speaker speaker\_1: Um, it usually takes one to two weeks to process, so depending on when you enrolled... Um, looks like... I'm not showing... Give me one second to see if I can see where... It looks like you did your enrollment... Um... Hm. Okay, so yeah, so it looks like your enrollment was just processed on the 4th. So, it'll take about one to two weeks from the 4th.

Speaker speaker\_2: Okay. How long will it take for me to receive a card or something?

Speaker speaker\_1: It'll be-

Speaker speaker\_2: I haven't got-

Speaker speaker\_1: ... the end of the week after your first deduction.

Speaker speaker\_2: Okay, you don't know when that'll be, huh?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Wow, 'cause I know I have a doctor's appointment like on the 21st or the 22nd. I'm just hoping I have the card by then.

Speaker speaker\_1: It's possible. Once you see the first deduction, if you give us a call about the Wednesday following, we can actually send you virtual copies while your physicals arrive.

Speaker speaker\_2: Okay. All righty.

Speaker speaker\_1: All righty, thank you so much for calling. You have a great day.

Speaker speaker\_2: All right.