

## Transcript: Pearl

**Rojas-4828927482839040-5272784368484352**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. May I know who I'll be speaking with? Yeah, my name is, uh, Confidence Akebeze. And how can I assist you? Yeah, um, I wo- um, I work with, uh, Carlton Staffing Light. I work under them or something, I don't know. Okay. Yeah, they give me this, uh, that was January I started with them, so I just said let me call. I don't know when the benefit, I don't know how it works, like, the card or something. Okay, what are the last four digits of your social? Um, I think 9435. Okay. And your address and date of birth? 4034 Harris Street South. My date of birth, August 12th, 1991. Okay. What is the city and state? Houston, Texas. Okay. Now your phone number is 713-261-6953? Hmm? Your em- your phone number. 713-26- Yeah, that one, that, that one keep appear... That's my old number but the new one now is 281-854-4628. All righty. So you're enrolled in the MEC TelRx. That is a preventative health plan. Okay. Um, but they haven't started to make you any deductions, so you're not active. But I do, I do, um, things. They told me that day, the first day, that, uh, deduction, because they do take... I do see every paycheck, they do deduct money from me every paycheck. What does it say next to that deduction? Huh? What does it say next to the deduction? What is the name on it? Med something. Med... Is it Med CE or something. Because they told me, I thought that- Does it say MED or does it say MEC? M-E-D C-E. That's, um, space C-E. Yeah. No, that's a deduction from the state. That is not from the, from the benefits. Oh, okay. Because, oh. But I asked them yesterday, they said yes. You know, the day I started with them, they told me that it's gonna be, uh, immediate, um, something that but if I want to... The, the enrollment is effective, they even wrote it here, it's effective on the first day that if I want to now remove myself, I should call the number and tell them. Well, I don't have... If you'd like, I could send you an email and you can send us a copy of your pay stubs to see that they're making the deductions 'cause we haven't received them, so you're not active. So you said the other one is for the state? Yes. That's the medical something for state? Correct. Oh, okay. So, um, what of the, the card for this one? The card is the, for the plan that you enrolled in would say 90 Degree Benefits on it. Mm-hmm. But because you're not- So- Because you're not active, uh, uh, you haven't received it. They're, they're not gonna send it until they really see the deductions and you become active. Oh, okay. So how do I, how do I enroll late? You are enrolled. Enroll late. We're just waiting for the deductions. So how... They are the ones that will deduct, it's not me. Okay, if you'd like, I can send you an email and you can send me a copy of your pay stubs and we can investigate, but we haven't received any deductions. Okay, let me, let me check something. See if that's there. Yeah, like here, they even mark it, uh, green that coverages are effective on Monday. That's the day- the day I started following your payroll deduction. Well, benefits- I understand. ... is that right? I understand that that's what they told you, but I'm telling you that we haven't received the deductions, so you're not active.

I can send you an email for you to send us a copy of your pay stubs that show the deductions, and then we can investigate and see why we're... we haven't received them, why you're not active, but we would need a copy of the check stub. Okay, where will I send it? Okay, I'm going to send... Is your email talk2shortstuff@yahoo.com? C-H-I-N-A-S-A dot, uh, destiny. I'm sorry, repeat that for me. C-H-I-N-A-S-A dot D-E-S-T-I-N-Y@gmail.com. Okay, you said C-H-I-N-A-S-A dot D-E-S-C-I-N-Y? Yeah, T-I-N-Y, yeah. T-I-N-Y or C like cat? C, C. C like call? Destiny, yeah. Okay. Okay, I'll go ahead and send it there. It's gonna come from info@benefitsinacard.com. You should get it in your inbox. If you don't see it in your inbox, check your spam or junk folder and it's gonna tell you what to put on the email and then you just copy your check's up to it, okay? You just attach your check's up to it. Okay. Okay. And then it takes 24 to 48 hours to process, so as soon as they let me know what's going on, um, I will give you a call back, okay? Okay. Do you have any questions? Mm-mm. Thank you so much for calling. Have a great day. Okay, bye.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. May I know who I'll be speaking with?

Speaker speaker\_1: Yeah, my name is, uh, Confidence Akebeze.

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

Speaker speaker\_1: Yeah, um, I wo- um, I work with, uh, Carlton Staffing Light. I work under them or something, I don't know.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, they give me this, uh, that was January I started with them, so I just said let me call. I don't know when the benefit, I don't know how it works, like, the card or something.

Speaker speaker\_0: Okay, what are the last four digits of your social?

Speaker speaker\_1: Um, I think 9435.

Speaker speaker\_0: Okay. And your address and date of birth?

Speaker speaker\_1: 4034 Harris Street South. My date of birth, August 12th, 1991.

Speaker speaker\_0: Okay. What is the city and state?

Speaker speaker\_1: Houston, Texas.

Speaker speaker\_0: Okay. Now your phone number is 713-261-6953?

Speaker speaker\_1: Hmm?

Speaker speaker\_0: Your em- your phone number. 713-26-

Speaker speaker\_1: Yeah, that one, that, that one keep appear... That's my old number but the new one now is 281-854-4628.

Speaker speaker\_0: All righty. So you're enrolled in the MEC TelRx. That is a preventative health plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but they haven't started to make you any deductions, so you're not active.

Speaker speaker\_1: But I do, I do, um, things. They told me that day, the first day, that, uh, deduction, because they do take... I do see every paycheck, they do deduct money from me every paycheck.

Speaker speaker\_0: What does it say next to that deduction?

Speaker speaker\_1: Huh?

Speaker speaker\_0: What does it say next to the deduction? What is the name on it?

Speaker speaker\_1: Med something. Med... Is it Med CE or something. Because they told me, I thought that-

Speaker speaker\_0: Does it say MED or does it say MEC?

Speaker speaker\_1: M-E-D C-E. That's, um, space C-E. Yeah.

Speaker speaker\_0: No, that's a deduction from the state. That is not from the, from the benefits.

Speaker speaker\_1: Oh, okay. Because, oh. But I asked them yesterday, they said yes. You know, the day I started with them, they told me that it's gonna be, uh, immediate, um, something that but if I want to... The, the enrollment is effective, they even wrote it here, it's effective on the first day that if I want to now remove myself, I should call the number and tell them.

Speaker speaker\_0: Well, I don't have... If you'd like, I could send you an email and you can send us a copy of your pay stubs to see that they're making the deductions 'cause we haven't received them, so you're not active.

Speaker speaker\_1: So you said the other one is for the state?

Speaker speaker\_0: Yes.

Speaker speaker\_1: That's the medical something for state?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Oh, okay. So, um, what of the, the card for this one?

Speaker speaker\_0: The card is the, for the plan that you enrolled in would say 90 Degree Benefits on it.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But because you're not-

Speaker speaker\_1: So-

Speaker speaker\_0: Because you're not active, uh, uh, you haven't received it. They're, they're not gonna send it until they really see the deductions and you become active.

Speaker speaker\_1: Oh, okay. So how do I, how do I enroll late?

Speaker speaker\_0: You are enrolled.

Speaker speaker\_1: Enroll late.

Speaker speaker\_0: We're just waiting for the deductions.

Speaker speaker\_1: So how... They are the ones that will deduct, it's not me.

Speaker speaker\_0: Okay, if you'd like, I can send you an email and you can send me a copy of your pay stubs and we can investigate, but we haven't received any deductions.

Speaker speaker\_1: Okay, let me, let me check something. See if that's there. Yeah, like here, they even mark it, uh, green that coverages are effective on Monday. That's the day- the day I started following your payroll deduction. Well, benefits-

Speaker speaker\_0: I understand.

Speaker speaker\_1: ... is that right?

Speaker speaker\_0: I understand that that's what they told you, but I'm telling you that we haven't received the deductions, so you're not active. I can send you an email for you to send us a copy of your pay stubs that show the deductions, and then we can investigate and see why we're... we haven't received them, why you're not active, but we would need a copy of the check stub.

Speaker speaker\_1: Okay, where will I send it?

Speaker speaker\_0: Okay, I'm going to send... Is your email talk2shortstuff@yahoo.com?

Speaker speaker\_1: C-H-I-N-A-S-A dot, uh, destiny.

Speaker speaker\_0: I'm sorry, repeat that for me.

Speaker speaker\_1: C-H-I-N-A-S-A dot D-E-S-T-I-N-Y@gmail.com.

Speaker speaker\_0: Okay, you said C-H-I-N-A-S-A dot D-E-S-C-I-N-Y?

Speaker speaker\_1: Yeah, T-I-N-Y, yeah.

Speaker speaker\_0: T-I-N-Y or C like cat?

Speaker speaker\_1: C, C.

Speaker speaker\_0: C like call?

Speaker speaker\_1: Destiny, yeah.

Speaker speaker\_0: Okay. Okay, I'll go ahead and send it there. It's gonna come from info@benefitsinacard.com. You should get it in your inbox. If you don't see it in your inbox, check your spam or junk folder and it's gonna tell you what to put on the email and then you just copy your check's up to it, okay? You just attach your check's up to it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. And then it takes 24 to 48 hours to process, so as soon as they let me know what's going on, um, I will give you a call back, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: Mm-mm.

Speaker speaker\_0: Thank you so much for calling. Have a great day.

Speaker speaker\_1: Okay, bye.