

## Transcript: Pearl

**Rojas-4899679282610176-5464686986739712**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. Thank you for calling Benefits ... my name is Pearl. So how's the pleasure of speaking with? Uh, my name is Christy Penzone. And how can I assist you? Um, I enrolled in benefits last week, and, um, I haven't gotten any, like, confirmation from American Public Life about, like, being in their system yet. So I was just... And I just spoke to the customer service woman over there, um, so I was wondering if you guys can confirm that I'm, like, actually enrolled and when I can receive information about it. Okay, so I can definitely go ahead and take a look at your account and see if you are enrolled and everything. You typically wouldn't get a confirmation from APL saying that you're enrolled or you're in the system yet, um, it would just be based off your deductions from your check. What are the names of... What is the name of the staffing agency you work for? Um, what is the name of the company I work for? Your staffing agency. Oh, it's Creative Circle. And the last four digits of your Social? 7605. All right. Give me one moment. And if you can confirm your address and date of birth for me? Uh, 625 East Monroe Avenue, Apartment 551, Alexandria, Virginia, 22301, 050980. Okay, and I have your phone number as 202-271-5511. Yes, that's correct. And I have your email address as kpenzone at... . Yes. All right, so that's your mobile number? Yep. Okay, so it looks like you were impro- approved and enrolled on the 5th, so you haven't become active yet. You do have a pending enrollment. We're just waiting on those deductions to begin. Okay, and so if that happens, will that happen, like, this Friday probably? I wouldn't be able to tell you for sure because we're not part of this actual staffing agency. We, we are part of the payroll, um, but it looks like this week would be the second week since your enrollment. So it's possible. I'm sorry, not this week, next week. Um, okay. Uh... It could be this week, depending... It just really depends on in the staffing agency how quickly they get it done. It could be this week. Um, if not, next week. Okay, 'cause I just wanted to, um, start, like, making appointments and stuff, and I'm not even sure how to do that because I, I don't know, like, I don't have an account anywhere. Yep, exactly. Um, you would really just have to wait 'til that first deduction, and then the following Monday you'd be a- active, so you'd be able to start making appointments a- um, after that first deduction, and then you can even give them our number when you confirm enrollment- Okay. ... until your cards come in. Um, but you would really r- we really recommend just wait 'til that first deduction at least. Okay. All right. That sounds good. All right. Is there anything I can assist you with? Um, did you know when they send cards out? Will it happen after that deduction? Yep. So the, so the Monday after your first deduction, you become active, and then you'll receive your medical card in your email at... by the end of the next week, and your dental and vision will go to your residence by the end of the week. Okay. All right. Okay. Sounds good. All right. Thank you so much for calling. You have a great day. Thanks. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, good morning. Thank you for calling Benefits ... my name is Pearl. So how's the pleasure of speaking with?

Speaker speaker\_2: Uh, my name is Christy Penzone.

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

Speaker speaker\_2: Um, I enrolled in benefits last week, and, um, I haven't gotten any, like, confirmation from American Public Life about, like, being in their system yet. So I was just... And I just spoke to the customer service woman over there, um, so I was wondering if you guys can confirm that I'm, like, actually enrolled and when I can receive information about it.

Speaker speaker\_1: Okay, so I can definitely go ahead and take a look at your account and see if you are enrolled and everything. You typically wouldn't get a confirmation from APL saying that you're enrolled or you're in the system yet, um, it would just be based off your deductions from your check. What are the names of... What is the name of the staffing agency you work for?

Speaker speaker\_2: Um, what is the name of the company I work for?

Speaker speaker\_1: Your staffing agency.

Speaker speaker\_2: Oh, it's Creative Circle.

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

Speaker speaker\_2: 7605.

Speaker speaker\_1: All right. Give me one moment. And if you can confirm your address and date of birth for me?

Speaker speaker\_2: Uh, 625 East Monroe Avenue, Apartment 551, Alexandria, Virginia, 22301, 050980.

Speaker speaker\_1: Okay, and I have your phone number as 202-271-5511.

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

Speaker speaker\_1: And I have your email address as kpenzone at... .

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, so that's your mobile number?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay, so it looks like you were impro- approved and enrolled on the 5th, so you haven't became active yet. You do have a pending enrollment. We're just waiting on those deductions to begin.

Speaker speaker\_2: Okay, and so if that happens, will that happen, like, this Friday probably?

Speaker speaker\_1: I wouldn't be able to tell you for sure because we're not part of this actual staffing agency. We, we are part of the payroll, um, but it looks like this week would be the second week since your enrollment. So it's possible. I'm sorry, not this week, next week.

Speaker speaker\_2: Um, okay. Uh...

Speaker speaker\_1: It could be this week, depending... It just really depends on in the staffing agency how quickly they get it done. It could be this week. Um, if not, next week.

Speaker speaker\_2: Okay, 'cause I just wanted to, um, start, like, making appointments and stuff, and I'm not even sure how to do that because I, I don't know, like, I don't have an account anywhere.

Speaker speaker\_1: Yep, exactly. Um, you would really just have to wait 'til that first deduction, and then the following Monday you'd be a- active, so you'd be able to start making appointments a- um, after that first deduction, and then you can even give them our number when you confirm enrollment-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... until your cards come in. Um, but you would really r- we really recommend just wait 'til that first deduction at least.

Speaker speaker\_2: Okay. All right. That sounds good.

Speaker speaker\_1: All right. Is there anything I can assist you with?

Speaker speaker\_2: Um, did you know when they send cards out? Will it happen after that deduction?

Speaker speaker\_1: Yep. So the, so the Monday after your first deduction, you become active, and then you'll receive your medical card in your email at... by the end of the next week, and your dental and vision will go to your residence by the end of the week.

Speaker speaker\_2: Okay. All right. Okay. Sounds good.

Speaker speaker\_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Thanks. Bye.

Speaker speaker\_1: Bye.