

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thanks for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Hi, Pearl. My name is Lisa Jameson. How can I assist you, Ms. Jameson? Um, just following up, I enrolled in health benefits on the, um, on the 30th and then called to make sure on the 31st. I've not received any confirmation email. Can you let me know when those might be coming out? When the deductions will be going out? Well, just confirmation, like that my enrollment was successful and I guess a recap of my, of my selections. Um, so those don't automatically get sent out. I can, uh, log into your account and take a look and request one, but those don't automatically get sent out. And then your coverage, um, the deductions usually take one to two weeks to process and s- and begin. And your cards res- um, come the, the end of the week after that typically. Okay. Um, but if you'd like, I can log in... I can access your account and request, um, a confirmation be sent, but those automatically aren't sent. Okay. I mean, yeah, if you don't mind, I would like that please. Okay. Yeah, no worries. So what are the... What's the name of the staffing agency you work for? Um, Creative Circle. And the last four digits of your social? Five, six, zero, six. All righty. And if you can confirm your address and date of birth. Yes. Uh, 102 Justin Avenue, Shreveport, Louisiana, 78105. And my birthdate is October 3rd, 1961. I do have your phone number as 347-533-1018. Yes, that's right. Mm-hmm. Can I have your email address as your first name.yourlastname@gmail.com? Yep, that's right. All righty. So yep, I do have your enrollment pending. It looks like that information was sent, so, um, just moving... working on that. Okay. Um, just working on that, those deductions to begin. But I can definitely get you an enrollment confirmation sent to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. Sure. If you don't see it in your inbox, try your spam or junk folder. And it could take up to 24 to 48 hours to receive that, okay? Okay. Thank you so much for your help. I appreciate it. No problem. Thank you so much for calling. You have a great day. You too. Mm-hmm. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thanks for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, Pearl. My name is Lisa Jameson.

Speaker speaker_0: How can I assist you, Ms. Jameson?

Speaker speaker_1: Um, just following up, I enrolled in health benefits on the, um, on the 30th and then called to make sure on the 31st. I've not received any confirmation email. Can you let me know when those might be coming out?

Speaker speaker_0: When the deductions will be going out?

Speaker speaker_1: Well, just confirmation, like that my enrollment was successful and I guess a recap of my, of my selections.

Speaker speaker_0: Um, so those don't automatically get sent out. I can, uh, log into your account and take a look and request one, but those don't automatically get sent out. And then your coverage, um, the deductions usually take one to two weeks to process and s- and begin. And your cards res- um, come the, the end of the week after that typically.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but if you'd like, I can log in... I can access your account and request, um, a confirmation be sent, but those automatically aren't sent.

Speaker speaker_1: Okay. I mean, yeah, if you don't mind, I would like that please.

Speaker speaker_0: Okay. Yeah, no worries. So what are the... What's the name of the staffing agency you work for?

Speaker speaker_1: Um, Creative Circle.

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

Speaker speaker_1: Five, six, zero, six.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: Yes. Uh, 102 Justin Avenue, Shreveport, Louisiana, 78105. And my birthdate is October 3rd, 1961.

Speaker speaker_0: I do have your phone number as 347-533-1018.

Speaker speaker_1: Yes, that's right. Mm-hmm.

Speaker speaker_0: Can I have your email address as your first name.yourlastname@gmail.com?

Speaker speaker_1: Yep, that's right.

Speaker speaker_0: All righty. So yep, I do have your enrollment pending. It looks like that information was sent, so, um, just moving... working on that.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, just working on that, those deductions to begin. But I can definitely get you an enrollment confirmation sent to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox.

Speaker speaker_1: Sure.

Speaker speaker_0: If you don't see it in your inbox, try your spam or junk folder. And it could take up to 24 to 48 hours to receive that, okay?

Speaker speaker_1: Okay. Thank you so much for your help. I appreciate it.

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

Speaker speaker_1: You too.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Bye-bye.