

Transcript: Pearl

Rojas-4929744079208448-6549704643756032

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help- who can I assist you with? Uh, Rosalinda Velazquez. And how can I assist you? Yes. I needed to see if I had some, uh, number from my card that I haven't received. I barely applied for it. Okay. So what- I have to go back to ... right now. Okay. What's the name of the staff who did you were here for? The, the Priority Personnel. And the last four digits of your social? 5073. Okay. Um, is it your last name is Velazquez? My last name Velazquez, no. Oh, Velazquez. Okay, um, and you said 5073, correct? Yes. All right. Oh, give me one sec. Let me see. Priority Personal, okay. Oh, my gosh. What is- Priority Personnel? Yes. Um, what is your address and date of birth? Uh, my date of birth is May 5th, 1963. My address is 1613 Milatrace, Del Marcos, Texas, 78663. Okay. And your date of birth? May 5th, 1963. I have your phone number as 512-644-6430? Yes. The one I'm calling you is from that phone. Yes. Okay. And I have your email address as velazquezrosalinda631@gmail.com? Yes. Okay. So your coverage is still pending. It's not active yet. You are enrolled. I have you down for the VIP Classic, but it's not active yet. It's still pending. Shoot. Oh, wow. Do you know when it'll be activated? How long it takes? So it takes one to two weeks, and it looks like your- your coverage was reinstated on the 5th of this month. Yeah. So I only missed one payment. You already received the payment, right? Um, not from what I can see. Not yet. Um, yeah. We haven't received anything yet. That's why your coverage isn't active. Oh, shoot. Uh, can I do it over the phone right now? But it won't activate right away. No. It won't. You have to have that first deduction, um, that first premium payment from your payroll. You can't make a direct payment for that first payment. Okay. 'Cause I was enrolled a while back, but then it stopped. Um, currently, that I had stopped employee with them, but I went back. They moved me to another company. Yeah. Because you had, um, such a far break in assignments, the coverage did cancel out. Um, did cancel out, so that's why you, uh, they had to reinstate you and it start again. Um, so they have to have that first deduction be from payroll. All right. All right. Thank you so much for calling. I'll do that. You have a good day. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help- who can I assist you with?

Speaker speaker_1: Uh, Rosalinda Velazquez.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes. I needed to see if I had some, uh, number from my card that I haven't received. I barely applied for it.

Speaker speaker_0: Okay. So what-

Speaker speaker_1: I have to go back to ... right now.

Speaker speaker_0: Okay. What's the name of the staff who did you were here for?

Speaker speaker_1: The, the Priority Personnel.

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

Speaker speaker_1: 5073.

Speaker speaker_0: Okay. Um, is it your last name is Velazquez?

Speaker speaker_1: My last name Velazquez, no.

Speaker speaker_0: Oh, Velazquez. Okay, um, and you said 5073, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Oh, give me one sec. Let me see. Priority Personal, okay. Oh, my gosh. What is-

Speaker speaker_1: Priority Personnel?

Speaker speaker_0: Yes. Um, what is your address and date of birth?

Speaker speaker_1: Uh, my date of birth is May 5th, 1963. My address is 1613 Milatrace, Del Marcos, Texas, 78663.

Speaker speaker_0: Okay. And your date of birth?

Speaker speaker_1: May 5th, 1963.

Speaker speaker_0: I have your phone number as 512-644-6430?

Speaker speaker_1: Yes. The one I'm calling you is from that phone. Yes.

Speaker speaker_0: Okay. And I have your email address as velazquezrosalinda631@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So your coverage is still pending. It's not active yet. You are enrolled. I have you down for the VIP Classic, but it's not active yet. It's still pending.

Speaker speaker_1: Shoot. Oh, wow. Do you know when it'll be activated? How long it takes?

Speaker speaker_0: So it takes one to two weeks, and it looks like your- your coverage was reinstated on the 5th of this month.

Speaker speaker_1: Yeah. So I only missed one payment. You already received the payment, right?

Speaker speaker_0: Um, not from what I can see. Not yet. Um, yeah. We haven't received anything yet. That's why your coverage isn't active.

Speaker speaker_1: Oh, shoot. Uh, can I do it over the phone right now? But it won't activate right away.

Speaker speaker_0: No. It won't. You have to have that first deduction, um, that first premium payment from your payroll. You can't make a direct payment for that first payment.

Speaker speaker_1: Okay. 'Cause I was enrolled a while back, but then it stopped. Um, currently, that I had stopped employee with them, but I went back. They moved me to another company.

Speaker speaker_0: Yeah. Because you had, um, such a far break in assignments, the coverage did cancel out. Um, did cancel out, so that's why you, uh, they had to reinstate you and it start again. Um, so they have to have that first deduction be from payroll.

Speaker speaker_1: All right.

Speaker speaker_0: All right. Thank you so much for calling.

Speaker speaker_1: I'll do that.

Speaker speaker_0: You have a good day.

Speaker speaker_1: Thank you.