

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Matthew Wilson. And how can I assist you? Uh, I need to get a, uh, insurance card. Okay. What's the name of the staff agency you work for? Uh, CBRE. That's where you applied? Uh, it's... I'm, I'm working there as a temp until they bring me on permanently. Okay. Where did you apply? Uh, it's... When you say where did I apply, what, what exactly are you, do you mean? Where did you fill out your paper- I, I, I- ... with your application? What staff do you- Oh, I'm sorry. Uh, it's... Let me look here. Uh, BGSS. Okay. And the last four digits of your social? 6932. All right. And if you can confirm address and date of birth. March 16th, 1972. And your address. Uh, 4914 Springside Lane, Charlotte, North Carolina 28226. Okay. And I have your phone number as 704-249-1586. I'm sorry, 88. Correct. I have your email address as mrw31672@gmail.com. Yeah, mrw31672@gmail.com. All right. So taking a look here, you are enrolled in coverage, but the coverage is not active yet. We have not received deductions. Okay. So, once they process that, then I should, I should be getting an email from you guys or whatever? So once the, once the first deduction is made, the next Monday you're active, and then by the end of that week, you'll receive your dental and vision card in the mail, and your medical will go to your email. Okay. Sounds good. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

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

Speaker speaker_1: Uh, Matthew Wilson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I need to get a, uh, insurance card.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Uh, CBRE.

Speaker speaker_0: That's where you applied?

Speaker speaker_1: Uh, it's... I'm, I'm working there as a temp until they bring me on permanently.

Speaker speaker_0: Okay. Where did you apply?

Speaker speaker_1: Uh, it's... When you say where did I apply, what, what exactly are you, do you mean?

Speaker speaker_0: Where did you fill out your paper-

Speaker speaker_1: I, I, I-

Speaker speaker_0: ... with your application? What staff do you-

Speaker speaker_1: Oh, I'm sorry. Uh, it's... Let me look here. Uh, BGSS.

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

Speaker speaker_1: 6932.

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

Speaker speaker_1: March 16th, 1972.

Speaker speaker_0: And your address.

Speaker speaker_1: Uh, 4914 Springside Lane, Charlotte, North Carolina 28226.

Speaker speaker_0: Okay. And I have your phone number as 704-249-1586. I'm sorry, 88.

Speaker speaker_1: Correct.

Speaker speaker_0: I have your email address as mrw31672@gmail.com.

Speaker speaker_1: Yeah, mrw31672@gmail.com.

Speaker speaker_0: All right. So taking a look here, you are enrolled in coverage, but the coverage is not active yet. We have not received deductions.

Speaker speaker_1: Okay. So, once they process that, then I should, I should be getting an email from you guys or whatever?

Speaker speaker_0: So once the, once the first deduction is made, the next Monday you're active, and then by the end of that week, you'll receive your dental and vision card in the mail, and your medical will go to your email.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you.