

Transcript: Pearl

Rojas-5032047523971072-4922278326878208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hooda. Who do you think you're speaking with? Um, Tisha Coons. And how can I assist you? Um, I had just not too long got off the phone with someone, a representative on, on, up here, and, um, they told me to call back. Um, I found out that I am enrolled in it, but I have to, um... I'm with Megaforce and they told me that it won't start coming out until my third check, which will be next week. So, um, I guess, I guess I have to call y'all back when, on my third week to get a card? 'Cause, um, when he looked it up, he said that, it said I declined, but I, I just got off the phone with them and they said it hadn't been taken out yet. That's why it probably look like that. Okay, what's the name of the staff agency? Would you say Megaforce? Megaforce, mm-hmm. And the last four digits of your Social? 5089. All right, and if you can confirm your address and date of birth for me. 1561 Bonnie Lane, Kinston, North Carolina, 28501, 12/16/1981. Can I have your phone number, as 525-620-0805? Yes. All righty. Can I have your email address as your last name... No, I'm sorry, uh, johnsontisha0- @- ...gmail.com? Yes, ma'am. Okay, let's take a look here. Okay, so your first signature was actually recent. Um, give me one moment. Just looking here at your account. Oh. Okay. So he... So your staff at the agency... So your staff at the agency just told you that the deductions haven't begun yet, but you are enrolled? Yes. 'Cause it says, um... I, I don't know if y'all had got the update paper, but I did it in September, but then I had to go right back and do it again, um, when did I do it? In December. I wanna say December the... I forgot. It was about towards the end of December, because they was closed, um. Allegiance was closed for two weeks, so I had to go... I wanna say that last week of, um, December to, um, update my paperwork. But, um, they looked, they... I just called them and they looked at my on file. They said, "It's, it's up there. It's, it's, it's just not gonna take out for the third." I just started, so they said the third check, it should start coming out. Okay, 'cause the only- That's okay. ... form, the only form that we have on file for you is the one you did back in September where you declined coverage. We don't have an, a, a, a form for December where you chose any plans or anything like that. Um, I can... So even if they... Uh, they wouldn't be able to start deductions next week, it, because we don't have an enrollment on file. Um, you are eligible to enroll. If you'd like, I can get you enrolled, then. It takes one to two weeks to process. Um, but at the moment, we don't have an updated enrollment form with your selections on it. Oh, have mercy. 'Cause I don't want it to be coming out twice a day. I'm, I'm trying to figure out why. Lord. Uh, okay. So can I go ahead on and just tell them what... 'Cause they claimed that y'all just ain't got no, um, update filed from me. Unless you wanna have them, um, send us the paperwork and so we can have it on file and in the system, because at the moment, we don't have any updated paperwork. Besi- um, the only one we have for the enrollment was back in September. Okay, let me call them. Mm-mm.

Let me call them- Yeah, they could be that they just haven't sent over the paperwork, um, and had it processed yet. But without doing that, the deductions wouldn't begin, because our system wouldn't know, um, it wouldn't- Oh. ... know that the deduction is for coverage. There's... Like, what plans it's for. Okay. All right. I'm, I'ma call them right back. Okay. We're here till, we're here until- Okay. ... 8:00 PM Eastern Standard Time, okay? Okay. Thank you. Thank you so much for calling. All right. You have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hooda. Who do you think you're speaking with?

Speaker speaker_2: Um, Tisha Coons.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I had just not too long got off the phone with someone, a representative on, on, up here, and, um, they told me to call back. Um, I found out that I am enrolled in it, but I have to, um... I'm with Megaforce and they told me that it won't start coming out until my third check, which will be next week. So, um, I guess, I guess I have to call y'all back when, on my third week to get a card? 'Cause, um, when he looked it up, he said that, it said I declined, but I, I just got off the phone with them and they said it hadn't been taken out yet. That's why it probably look like that.

Speaker speaker_1: Okay, what's the name of the staff agency? Would you say Megaforce?

Speaker speaker_2: Megaforce, mm-hmm.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 5089.

Speaker speaker_1: All right, and if you can confirm your address and date of birth for me.

Speaker speaker_2: 1561 Bonnie Lane, Kinston, North Carolina, 28501, 12/16/1981.

Speaker speaker_1: Can I have your phone number, as 525-620-0805?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Can I have your email address as your last name... No, I'm sorry, uh, johnsontisha0-

Speaker speaker_2: @-

Speaker speaker_1: ...gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, let's take a look here. Okay, so your first signature was actually recent. Um, give me one moment. Just looking here at your account.

Speaker speaker_2: Oh.

Speaker speaker_1: Okay. So he... So your staff at the agency... So your staff at the agency just told you that the deductions haven't begun yet, but you are enrolled?

Speaker speaker_2: Yes. 'Cause it says, um... I, I don't know if y'all had got the update paper, but I did it in September, but then I had to go right back and do it again, um, when did I do it? In December. I wanna say December the... I forgot. It was about towards the end of December, because they was closed, um. Allegiance was closed for two weeks, so I had to go... I wanna say that last week of, um, December to, um, update my paperwork. But, um, they looked, they... I just called them and they looked at my on file. They said, "It's, it's up there. It's, it's, it's just not gonna take out for the third." I just started, so they said the third check, it should start coming out.

Speaker speaker_1: Okay, 'cause the only-

Speaker speaker_2: That's okay.

Speaker speaker_1: ... form, the only form that we have on file for you is the one you did back in September where you declined coverage. We don't have an, a, a, a form for December where you chose any plans or anything like that. Um, I can... So even if they... Uh, they wouldn't be able to start deductions next week, it, because we don't have an enrollment on file. Um, you are eligible to enroll. If you'd like, I can get you enrolled, then. It takes one to two weeks to process. Um, but at the moment, we don't have an updated enrollment form with your selections on it.

Speaker speaker_2: Oh, have mercy. 'Cause I don't want it to be coming out twice a day. I'm, I'm trying to figure out why. Lord. Uh, okay. So can I go ahead on and just tell them what... 'Cause they claimed that y'all just ain't got no, um, update filed from me.

Speaker speaker_1: Unless you wanna have them, um, send us the paperwork and so we can have it on file and in the system, because at the moment, we don't have any updated paperwork. Besi- um, the only one we have for the enrollment was back in September.

Speaker speaker_2: Okay, let me call them. Mm-mm. Let me call them-

Speaker speaker_1: Yeah, they could be that they just haven't sent over the paperwork, um, and had it processed yet. But without doing that, the deductions wouldn't begin, because our system wouldn't know, um, it wouldn't-

Speaker speaker_2: Oh.

Speaker speaker_1: ... know that the deduction is for coverage. There's... Like, what plans it's for.

Speaker speaker_2: Okay. All right. I'm, I'ma call them right back.

Speaker speaker_1: Okay. We're here till, we're here until-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 8:00 PM Eastern Standard Time, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Thank you so much for calling.

Speaker speaker_2: All right.

Speaker speaker_1: You have a great day.

Speaker speaker_2: You too.