

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Car. I'm signing as Cheryl. Who did I have the pleasure of speaking with? Uh, yes, ma'am. My name's Hunter, H-U-N-T-E-R. And how can I assist you, Mr. Hunter? Uh, yes, sir. I just needed to call to set up my, uh, benefits. I think I had called before but they said, uh, I have 30 days after my first paycheck to, uh, set them up, so. And I think... I don't think that was in the system at fir- like at the first time, so. Okay. What's the name of the staffing agency you work for? Uh, Kingsport Parks and Recreation. The name of the staffing agency where you applied? I'm sorry? The name of the staffing agency where you applied? AccuForce. And the last four digits of your social? Uh, four, eight, six, zero. And if you could verify your address and date of birth. Uh, yes, ma'am. 829 Indian Ti- Uh, Indian Trail Drive, uh, Apartment B25 in Kingsport, Tennessee 37660. And then date of birth is 07/17/'99. Okay. And I have your phone number as 931-227-8559? Yes, ma'am. And I have your email address as hunter.keely@e- @me.com? Yes, ma'am. All righty. So you are still eligible to enroll. Do you know what you're wanting to enroll in today? Uh, I've, I read the paper. Uh, I, I think there were three options. Uh, correct me if I'm wrong. Nope, you're right. I, um- There's three medical options to choose from, the, the Standard, the Classic and the Plus. Okay, I think I was gonna take the middle one, I believe. Okay. The Classic for 19.58 a week? Uh, yes, ma'am. Okay. Did you want to do anything else? Uh, no, ma'am. That would be it. All righty. So your weekly deduction will be of \$19.58. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and then later that week you'll receive your medical card in the mail, in your email, I'm sorry. Okay, so whenever I receive my medical card, uh, in my email, uh, is whenever I can... like they're active? So they're active the, the Monday after your first deduction and you won't receive the card until the end of that week. Um, if you need to use it- Oh, okay. ... if you need to use it before you receive your card, you can just give them our number and we'll be able to verify coverage for you or you can wait for your card. However you prefer. Oh, okay. Thank you so much. No problem. Is there anything else I can assist you with? Uh, no, ma'am. Thank you so much for calling. You have a great day. Thank you, you too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Car. I'm signing as Cheryl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Uh, yes, ma'am. My name's Hunter, H-U-N-T-E-R.

Speaker speaker_0: And how can I assist you, Mr. Hunter?

Speaker speaker_1: Uh, yes, sir. I just needed to call to set up my, uh, benefits. I think I had called before but they said, uh, I have 30 days after my first paycheck to, uh, set them up, so. And I think... I don't think that was in the system at fir- like at the first time, so.

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

Speaker speaker_1: Uh, Kingsport Parks and Recreation.

Speaker speaker_0: The name of the staffing agency where you applied?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: The name of the staffing agency where you applied?

Speaker speaker_1: AccuForce.

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

Speaker speaker_1: Uh, four, eight, six, zero.

Speaker speaker_0: And if you could verify your address and date of birth.

Speaker speaker_1: Uh, yes, ma'am. 829 Indian Ti- Uh, Indian Trail Drive, uh, Apartment B25 in Kingsport, Tennessee 37660. And then date of birth is 07/17/'99.

Speaker speaker_0: Okay. And I have your phone number as 931-227-8559?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as hunter.keely@e- @me.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. So you are still eligible to enroll. Do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh, I've, I read the paper. Uh, I, I think there were three options. Uh, correct me if I'm wrong.

Speaker speaker_0: Nope, you're right.

Speaker speaker_1: I, um-

Speaker speaker_0: There's three medical options to choose from, the, the Standard, the Classic and the Plus.

Speaker speaker_1: Okay, I think I was gonna take the middle one, I believe.

Speaker speaker_0: Okay. The Classic for 19.58 a week?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. Did you want to do anything else?

Speaker speaker_1: Uh, no, ma'am. That would be it.

Speaker speaker_0: All righty. So your weekly deduction will be of \$19.58. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and then later that week you'll receive your medical card in the mail, in your email, I'm sorry.

Speaker speaker_1: Okay, so whenever I receive my medical card, uh, in my email, uh, is whenever I can... like they're active?

Speaker speaker_0: So they're active the, the Monday after your first deduction and you won't receive the card until the end of that week. Um, if you need to use it-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if you need to use it before you receive your card, you can just give them our number and we'll be able to verify coverage for you or you can wait for your card. However you prefer.

Speaker speaker_1: Oh, okay. Thank you so much.

Speaker speaker_0: No problem. Is there anything else I can assist you with?

Speaker speaker_1: Uh, no, ma'am.

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

Speaker speaker_1: Thank you, you too.