

Transcript: Pearl

Rojas-5157529277874176-6714181621825536

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hi, my name is Cathy Olivo. And how can I assist you? Hi, uh, well, two things. I wanted to see if, uh, I am, um, if my insurance has kicked in. Second, I just want to know if cards have been delivered or mailed out yet. Okay. What's the name of the staffing agency you work for? Uh, Priority Personnel. Priority Personnel. And, uh, give me one moment. And what is the last four digits of your Social? 3360. All righty. Give me one moment. Mm-hmm. And you said Priority Personnel, correct? Yes. Okay. Bear with me one moment. All righty. And if you can confirm your address and date of birth for me. 805 Sturgeon Street, San Marcus, Texas 78666, 8/24/65. Okay. Can I have your phone number as 512-635-5107? Yes. Can I have the email address as cat_oli@yahoo.com? You got it. All righty. So your enrollment is actually still pending. Um, it's still pending. We're just waiting for the deductions to begin. Mm. Okay. They might... So just with one deduction, then you send, then it's, um, effective after that? I thought that they had already- So for a deduction- ... taken it out last, I thought they had taken it out last week. I'll double-check. Um, I'm not sure we've rededed deductions since, since October of 2023. Okay. Well, this, I, I've been here since like the 15th, so I didn't get paid until the following week. So that's one week and this is like my fourth week, this week. Uh-huh. Let me take a look at... So it looks like your enrollment was processed on the 28th of April. Mm-hmm. So from the 28th, this would, would be one and then two, two weeks would be next week. Mm-hmm. Because it takes one to two weeks to process and yours was processed on the 28th. Okay. That's all I needed No problem. Thank you so much for calling. You have a great day. Have a good day. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl

Speaker speaker_1: Hi, my name is Cathy Olivo.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi, uh, well, two things. I wanted to see if, uh, I am, um, if my insurance has kicked in. Second, I just want to know if cards have been delivered or mailed out yet.

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

Speaker speaker_1: Uh, Priority Personnel.

Speaker speaker_0: Priority Personnel. And, uh, give me one moment. And what is the last four digits of your Social?

Speaker speaker_1: 3360.

Speaker speaker_0: All righty. Give me one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And you said Priority Personnel, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Bear with me one moment. All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_1: 805 Sturgeon Street, San Marcus, Texas 78666, 8/24/65.

Speaker speaker_0: Okay. Can I have your phone number as 512-635-5107?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have the email address as cat_oli@yahoo.com?

Speaker speaker_1: You got it.

Speaker speaker_0: All righty. So your enrollment is actually still pending. Um, it's still pending. We're just waiting for the deductions to begin.

Speaker speaker_1: Mm. Okay. They might... So just with one deduction, then you send, then it's, um, effective after that? I thought that they had already-

Speaker speaker_0: So for a deduction-

Speaker speaker_1: ... taken it out last, I thought they had taken it out last week. I'll double-check.

Speaker speaker_0: Um, I'm not sure we've rededed deductions since, since October of 2023.

Speaker speaker_1: Okay. Well, this, I, I've been here since like the 15th, so I didn't get paid until the following week. So that's one week and this is like my fourth week, this week.

Speaker speaker_0: Uh-huh. Let me take a look at... So it looks like your enrollment was processed on the 28th of April.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So from the 28th, this would, would be one and then two, two weeks would be next week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Because it takes one to two weeks to process and yours was processed on the 28th.

Speaker speaker_1: Okay. That's all I needed

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

Speaker speaker_1: Have a good day. Bye-bye.