

## Transcript: Pearl

**Rojas-5210163423395840-5727526862372864**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I place your speaking with? Helen. I'm sorry, what was that? Helen. And how can I assist you? Um, I'm calling to find out if my health benefits has kicked in yet. I don't remember if they said it's the first Monday after the first payment. Yes. So it's the Monday after the first deduction that your coverage will become active and then later that week you'll receive, uh, medical cards in your email and then dental, vision and preventive health, they'll go to your residence. Okay. Um- But I can definitely take a look at getting that package. Okay. Uh, 'cause I'll, I'll need the information 'cause I did take my son to the ER last night, and I don't yet have the insurance cards and stuff. Okay. So what's the name of the company you say you work for? It's Partners Personnel. And the last four digits of your social? 2478. 2478? Yes. All righty. And you said your, your first name is Helen? Yes. Okay. Bear with me one moment. And if you can verify your address and date of birth. That's 2965 Promenade Place, Buford, Georgia 30519. And date of birth is 11/26/82. Okay. Now your phone number as 407-325-9940? Correct. And I have your email address as your first name, your last name at gmail.com? Yes. Okay. So taking a look here, your coverage won't actually become active until m- the Monday coming. Okay. So it's, it's not... But I thought they took out the payment on this last paycheck. Um, let's see. From what I'm seeing here, we've only... They've o- they've only made one deduction and it's, um, this... For this coming week. For the seventh to the 13th. Okay. So, um, do you know what they took out for last paycheck then? I'm not sure. If you like, I can send you a document request email and you can send me a, uh, a copy of your check stub. Um, do you know what is in that deduction? Um, yeah, I have that right here. Maybe it was just for dental. Let me see. So for April... March 24th to April 30th, it says, um, Associate BIC Dental EE-Family and then Associate BIC Mec Heavy EE Children and then Associate BIC Vision EE plus Children. And... Okay. You're saying that it was the... It was this Friday that passed, the... Give me one second, let me get that date. Um, the fit- No, it was paid- The check of the fourth. I'm sorry, no, the check of the 28th. Yeah, the 28th. Hmm. Okay. So n- now... W- okay. So Partners Personnel is actually the only company that when d- they take the first deduction, you become active the Monday after we receive it. So the deduction was made the 28th, I'm sorry about that. Um, wrong information earlier. I do forget. Partners is the only company that I'm aware of does it. So if the payment was taken the 28th, we would've received it the 31st, but you don't actually become active until the seventh. Oh, okay. So I'm not covered then until the seventh? Not until the seventh. Yes, ma'am. I'm sorry about that. That is the company, Partners is that one company that does that. Okay. All right then. Thank you. No problem. Thank you so much for calling us. Have a gr- great day. You too.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I place your speaking with?

Speaker speaker\_1: Helen.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: Helen.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I'm calling to find out if my health benefits has kicked in yet. I don't remember if they said it's the first Monday after the first payment.

Speaker speaker\_0: Yes. So it's the Monday after the first deduction that your coverage will become active and then later that week you'll receive, uh, medical cards in your email and then dental, vision and preventive health, they'll go to your residence.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: But I can definitely take a look at getting that package.

Speaker speaker\_1: Okay. Uh, 'cause I'll, I'll need the information 'cause I did take my son to the ER last night, and I don't yet have the insurance cards and stuff.

Speaker speaker\_0: Okay. So what's the name of the company you say you work for?

Speaker speaker\_1: It's Partners Personnel.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 2478.

Speaker speaker\_0: 2478?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And you said your, your first name is Helen?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Bear with me one moment. And if you can verify your address and date of birth.

Speaker speaker\_1: That's 2965 Promenade Place, Buford, Georgia 30519. And date of birth is 11/26/82.

Speaker speaker\_0: Okay. Now your phone number as 407-325-9940?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address as your first name, your last name at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So taking a look here, your coverage won't actually become active until m- the Monday coming.

Speaker speaker\_1: Okay. So it's, it's not... But I thought they took out the payment on this last paycheck.

Speaker speaker\_0: Um, let's see. From what I'm seeing here, we've only... They've o- they've only made one deduction and it's, um, this... For this coming week. For the seventh to the 13th.

Speaker speaker\_1: Okay. So, um, do you know what they took out for last paycheck then?

Speaker speaker\_0: I'm not sure. If you like, I can send you a document request email and you can send me a, uh, a copy of your check stub. Um, do you know what is in that deduction?

Speaker speaker\_1: Um, yeah, I have that right here. Maybe it was just for dental. Let me see. So for April... March 24th to April 30th, it says, um, Associate BIC Dental EE-Family and then Associate BIC Mec Heavy EE Children and then Associate BIC Vision EE plus Children.

Speaker speaker\_0: And... Okay. You're saying that it was the... It was this Friday that passed, the... Give me one second, let me get that date. Um, the fit-

Speaker speaker\_1: No, it was paid-

Speaker speaker\_0: The check of the fourth. I'm sorry, no, the check of the 28th.

Speaker speaker\_1: Yeah, the 28th.

Speaker speaker\_0: Hmm. Okay. So n- now... W- okay. So Partners Personnel is actually the only company that when d- they take the first deduction, you become active the Monday after we receive it. So the deduction was made the 28th, I'm sorry about that. Um, wrong information earlier. I do forget. Partners is the only company that I'm aware of does it. So if the payment was taken the 28th, we would've received it the 31st, but you don't actually become active until the seventh.

Speaker speaker\_1: Oh, okay. So I'm not covered then until the seventh?

Speaker speaker\_0: Not until the seventh. Yes, ma'am. I'm sorry about that. That is the company, Partners is that one company that does that.

Speaker speaker\_1: Okay. All right then. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling us. Have a gr- great day.

Speaker speaker\_1: You too.