

## Transcript: Pearl

**Rojas-5247752182644736-4564302895202304**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. 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, this is Danielle Johnson. And how can I assist you? Um, I got a call from you guys yesterday, I couldn't understand her name, um, regarding benefits for my son. I don't, I don't, I don't understand what... I don't know what this is about. Okay. So do you work for a staffing agency? I do... Well, I do. I'm supposed to start, yeah, eventually, soon. Okay. For work. I think it's Focus. Okay. And what are the last four digits of your Social? 8337. Okay. And your address and date of birth? Uh, they had it, they had it as 250 State Street, but I need to change that. My date of birth is 7/18/74. Okay. What's the city and state of that address? Oh, I'm sorry, Dixon, Tennessee, 36- or 37055. Okay. And I have your phone number as 219-840-16-54? Yeah. And I have your email address as dannyfitz46@gmail.com? Yeah. Okay. Let me take a look here. Okay. So yes, it looks like they gave you a call on the 19th, because you did have coverage for employee plus child, but we didn't have any dependent information. Yeah. See, I don't have, I don't have my, I don't have my son's Social, um, so I may not be able to put him on. I think he's got Medicaid or something like that, or Medi... Yeah. I think he already has Med- I don't have custody of him at the moment, but, um, so I guess I can just, I can leave that off for now. Okay. Sounds great. And then, um, if you have any questions or, or need anything, just give us a call at this number. Do, do you... Is there any, like, is there a start date or anything on there? Um, so there's not an actual start date. It takes one to two weeks from the date of enrollment, which now is, was the 19th of November. Um, but it just depends on when you start working, and if the staffing agency goes ahead and process the de- the deductions right when you start. Okay. And is, is... Can you tell me if, is this for Arcam? Um, so we don't know what assignment you're, you're gonna be assigned to, because we just do the healthcare. Um, that would be a question for your staffing agency. Oh, okay, okay. I got you. Okay. Thank you. Thank you so much. Uh, no problem. Thank you so much for calling. You have a great day. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: 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\_2: Uh, this is Danielle Johnson.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I got a call from you guys yesterday, I couldn't understand her name, um, regarding benefits for my son. I don't, I don't, I don't understand what... I don't know what this is about.

Speaker speaker\_1: Okay. So do you work for a staffing agency?

Speaker speaker\_2: I do... Well, I do. I'm supposed to start, yeah, eventually, soon.

Speaker speaker\_1: Okay.

Speaker speaker\_2: For work. I think it's Focus.

Speaker speaker\_1: Okay. And what are the last four digits of your Social?

Speaker speaker\_2: 8337.

Speaker speaker\_1: Okay. And your address and date of birth?

Speaker speaker\_2: Uh, they had it, they had it as 250 State Street, but I need to change that. My date of birth is 7/18/74.

Speaker speaker\_1: Okay. What's the city and state of that address?

Speaker speaker\_2: Oh, I'm sorry, Dixon, Tennessee, 36- or 37055.

Speaker speaker\_1: Okay. And I have your phone number as 219-840-16-54?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And I have your email address as dannyfitz46@gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Let me take a look here. Okay. So yes, it looks like they gave you a call on the 19th, because you did have coverage for employee plus child, but we didn't have any dependent information.

Speaker speaker\_2: Yeah. See, I don't have, I don't have my, I don't have my son's Social, um, so I may not be able to put him on. I think he's got Medicaid or something like that, or Medi... Yeah. I think he already has Med- I don't have custody of him at the moment, but, um, so I guess I can just, I can leave that off for now.

Speaker speaker\_1: Okay. Sounds great. And then, um, if you have any questions or, or need anything, just give us a call at this number.

Speaker speaker\_2: Do, do you... Is there any, like, is there a start date or anything on there?

Speaker speaker\_1: Um, so there's not an actual start date. It takes one to two weeks from the date of enrollment, which now is, was the 19th of November. Um, but it just depends on when you start working, and if the staffing agency goes ahead and process the de- the deductions right when you start.

Speaker speaker\_2: Okay. And is, is... Can you tell me if, is this for Arcam?

Speaker speaker\_1: Um, so we don't know what assignment you're, you're gonna be assigned to, because we just do the healthcare. Um, that would be a question for your staffing agency.

Speaker speaker\_2: Oh, okay, okay. I got you. Okay. Thank you. Thank you so much.

Speaker speaker\_1: Uh, no problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Thank you.