

Transcript: Pearl

Rojas-5309299906101248-6279412004208640

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say that I was speaking with? My name is Marida. And how can I assist you? Oh, yeah. Okay, yeah. So, I work with ATC, and I signed up, um, for this, um, the last enrollment period and all. But unfortunately, my, um, shift has been slowed down. So, I would like to know if, um, it's going to affect my, um, benefits and stuff. Because, um, there are no, not a lot of shifts available. It's not like I don't want to work to pick up right now. So, I want to know what are the criterias for my benefits to continue? So, with the coverage, it's a week-to-week basis. So, if you're not working enough for the deductions to come out or you're not working at all, you can either make a direct payment... You can either make a direct payment- Okay. ... through us. Okay. Or you can wait until the deduction comes out from your payroll again. You just need to make sure that you don't go four weeks without a deduc- a payment or a deduction- Mm-hmm. ... because then, the, the coverage will cancel. Okay. So, how can I make a direct payment? You could do it with us over the phone. Oh, okay. So, I can always call and do a direct payment. Um, are you guys, would you guys send me, like, any notifications to let me know that, like, it's past how many weeks- No, ma'am. ... for the deduction? I know it was the last two weeks. Hmm. Will there be any notification or something? No, ma'am. No? Okay. So, but if I try to set it up on the computer and stuff, uh, will I be able to pay it online or I just have to call? Um, no, you would have to give us a call. For that. Okay, that if I don't work for four weeks? Mm-hmm. Okay. I just would like to know. So, like, but for now, um, it's active, right? Um, I would have to get into your account and take a look. Um- Can you please do that for me? But... Yes. Give me one moment. Oh, yeah. Yeah, yeah. I'm gonna place you on a brief hold. I'm actually having- Thank you. ... um, some system issues. Give me one moment. Okay. Thank you so much for holding. I'm sorry about that wait. I was having some, um, issues here with my, my computer. What is the name of the staff agency you work for? Um, ATC on the clock. Okay. And the last four digits of your social? 0973. 0973? 222, number 2973. 2973. All righty. And if you can confirm your address and date of birth. 010594, address is 10701 Northeast 25th Place, Vancouver, Washington, 98686 zip code. Okay. And I have your phone number as 720-216-7825. Yes, ma'am. All righty. And I have your email address as J-I-L-O-B-A-H@... Do you want to call? Yes, please. All righty. So right now I have you down for dental and the VIP Prime. And you said you wanted to make the direct payment for this week? No, I'll, I will call again because I don't have my card here. I will... I just wanted to know, um, if, if I'm behind. I will call again. I just want to know if I'm behind and how many weeks, then I will call a little bit later. Okay. All righty. So and stuff. All right. We're here in ATC to set it up- I have dental, just dental. And medical. Okay. Okay. Yeah. Okay. I will call, like, in a little bit 'cause I'm at work right now. Then I'll call back and try to make the payments for this week until I start making shifts- All right. ... because I'm not available right now. Yeah. Okay.

Thank you. No worries. You have a great day. Thank you. Oh. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say that I was speaking with?

Speaker speaker_1: My name is Marida.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, yeah. Okay, yeah. So, I work with ATC, and I signed up, um, for this, um, the last enrollment period and all. But unfortunately, my, um, shift has been slowed down. So, I would like to know if, um, it's going to affect my, um, benefits and stuff. Because, um, there are no, not a lot of shifts available. It's not like I don't want to work to pick up right now. So, I want to know what are the criterias for my benefits to continue?

Speaker speaker_0: So, with the coverage, it's a week-to-week basis. So, if you're not working enough for the deductions to come out or you're not working at all, you can either make a direct payment... You can either make a direct payment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... through us.

Speaker speaker_1: Okay.

Speaker speaker_0: Or you can wait until the deduction comes out from your payroll again. You just need to make sure that you don't go four weeks without a deduc- a payment or a deduction-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... because then, the, the coverage will cancel.

Speaker speaker_1: Okay. So, how can I make a direct payment?

Speaker speaker_0: You could do it with us over the phone.

Speaker speaker_1: Oh, okay. So, I can always call and do a direct payment. Um, are you guys, would you guys send me, like, any notifications to let me know that, like, it's past how many weeks-

Speaker speaker_0: No, ma'am.

Speaker speaker_1: ... for the deduction? I know it was the last two weeks. Hmm. Will there be any notification or something?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: No? Okay. So, but if I try to set it up on the computer and stuff, uh, will I be able to pay it online or I just have to call?

Speaker speaker_0: Um, no, you would have to give us a call.

Speaker speaker_1: For that. Okay, that if I don't work for four weeks?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. I just would like to know. So, like, but for now, um, it's active, right?

Speaker speaker_0: Um, I would have to get into your account and take a look. Um-

Speaker speaker_1: Can you please do that for me?

Speaker speaker_0: But... Yes. Give me one moment.

Speaker speaker_1: Oh, yeah. Yeah, yeah.

Speaker speaker_0: I'm gonna place you on a brief hold. I'm actually having-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... um, some system issues. Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding. I'm sorry about that wait. I was having some, um, issues here with my, my computer. What is the name of the staff agency you work for?

Speaker speaker_1: Um, ATC on the clock.

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

Speaker speaker_1: 0973.

Speaker speaker_0: 0973?

Speaker speaker_1: 222, number 2973.

Speaker speaker_0: 2973. All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: 010594, address is 10701 Northeast 25th Place, Vancouver, Washington, 98686 zip code.

Speaker speaker_0: Okay. And I have your phone number as 720-216-7825.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And I have your email address as J-I-L-O-B-A-H@... Do you want to call?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All righty. So right now I have you down for dental and the VIP Prime. And you said you wanted to make the direct payment for this week?

Speaker speaker_1: No, I'll, I will call again because I don't have my card here. I will... I just wanted to know, um, if, if I'm behind. I will call again. I just want to know if I'm behind and how many weeks, then I will call a little bit later.

Speaker speaker_0: Okay. All righty.

Speaker speaker_1: So and stuff.

Speaker speaker_0: All right. We're here in ATC to set it up-

Speaker speaker_1: I have dental, just dental.

Speaker speaker_0: And medical.

Speaker speaker_1: Okay. Okay. Yeah. Okay. I will call, like, in a little bit 'cause I'm at work right now. Then I'll call back and try to make the payments for this week until I start making shifts-

Speaker speaker_0: All right.

Speaker speaker_1: ... because I'm not available right now. Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: No worries. You have a great day.

Speaker speaker_1: Thank you. Oh. You too. Bye.