

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does it say you're speaking with? This is Lacey Canes. And how can I assist you? I was just wondering when I would receive my card for my new benefits? Okay, have you seen the first deduction on your payroll? Yes. Is that... Um, when was that? That was on my previous paycheck. I get paid two days early, but I received it on Tuesday. Okay. And you haven't received any of your cards at all? No. You should... Give me one... What's the last... What's the name of the staffing agency you work for? Chrome Staffing. And the last four digits of your social? 7178. Repeat your name for me? Lacey Canes. And if you can verify your address and date of birth? It is 1094 J. Harper Road, Russellville, Kentucky 42276. Date of birth is 9/9/2000. Can I have your phone number as 270-221-0655? Yes. Can I have your email address as laceycaines95 at your mobile phone? Yes. All righty, so I have... I have that they made the first deduction this week, so your coverage will become active mon- this Monday coming, and you'll receive your cards by the end of that week. Okay, awesome. And is there any way to use the benefits before the card's received? Um, if you... You have to wait- wait at least until Monday when your coverage becomes active. Um, from there, you can provide whatever office you're going to, whether dental, vision, medical. You can provide them our phone number, and we can verify coverage for you. Okay, awesome. Thank you so much. No problem. Thank you 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 afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does it say you're speaking with?

Speaker speaker_2: This is Lacey Canes.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I was just wondering when I would receive my card for my new benefits?

Speaker speaker_1: Okay, have you seen the first deduction on your payroll?

Speaker speaker_2: Yes.

Speaker speaker_1: Is that... Um, when was that?

Speaker speaker_2: That was on my previous paycheck. I get paid two days early, but I received it on Tuesday.

Speaker speaker_1: Okay. And you haven't received any of your cards at all?

Speaker speaker_2: No.

Speaker speaker_1: You should... Give me one... What's the last... What's the name of the staffing agency you work for?

Speaker speaker_2: Chrome Staffing.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 7178.

Speaker speaker_1: Repeat your name for me?

Speaker speaker_2: Lacey Canes.

Speaker speaker_1: And if you can verify your address and date of birth?

Speaker speaker_2: It is 1094 J. Harper Road, Russellville, Kentucky 42276. Date of birth is 9/9/2000.

Speaker speaker_1: Can I have your phone number as 270-221-0655?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as laceycaines95 at your mobile phone?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty, so I have... I have that they made the first deduction this week, so your coverage will become active mon- this Monday coming, and you'll receive your cards by the end of that week.

Speaker speaker_2: Okay, awesome. And is there any way to use the benefits before the card's received?

Speaker speaker_1: Um, if you... You have to wait- wait at least until Monday when your coverage becomes active. Um, from there, you can provide whatever office you're going to, whether dental, vision, medical. You can provide them our phone number, and we can verify coverage for you.

Speaker speaker_2: Okay, awesome. Thank you so much.

Speaker speaker_1: No problem. Thank you for calling. You have a great day.

Speaker speaker_2: You too. Thank you.