

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who are you speaking with? Uh, hello. You're speaking with Marquis. And how can I assist you? Um, I'm calling because I wanted to see if my benefits were active. Okay. What's the name of the staffing agency you work for? I work for a BGSS Staffing. Okay, BT, and the last four digits of your Social? Um, 2660 000. I need you to verify your address and date of birth for me. 1124 000 Lake, Knoxville, South Carolina 29732, 092123005. Okay. And I have your phone number as 704-635-1866? Yes. Can I have your email address as marquispolk7@gmail.com? Yes. All righty. So taking a look here, you are enrolled in coverage but the deductions haven't started so your coverage not, is not active. When do the deductions start? It usually takes one to two weeks from enrollment, but for some reason, your deductions haven't started. Okay. Is there any way that we can go ahead and get it started? Um, you can speak to your staffing agency and see when, see if they can start deductions that you have been enrolled. Um, your paperwork was actually sent over... Oh, looks like it was just sent over on the 27th. So it was sent over yesterday? Yes. Looks like your, your, your file was sent over yesterday, so it should be within about a week or two that your coverage becomes active. Are you sure about that? 'Cause I spoke to you guys last week and my file was in. You have a file and you are enrolled, but the deductions haven't started. We're not part of the staffing agency so we can't see your payroll or even touch anything with payroll. So we're literally - No, I definitely get what you're saying. Like I'm just supposed to pay you guys. No, I totally get what you're saying. Um, once I do get some money over to you guys, am I able to print out my insurance cards? So your, your cards will arrive to your residence. Your dental and vision card will arrive at your residence the end of the week after the first deduction, and your medical- Mm-hmm. ... will go to your email. Um, you can call, like, Wednesday after your first deduction and it's possible, it's possible that virtual copies are ready and we can send them to your email. Um, but we need to at least receive that first deduction. Okay, right. I understand that. So I know that you're saying it's possible, but I understand that you guys have policies. So can I get a virtual card? Yes or no? You can receive a virtual card the week after the first deduction. At the moment, there's no policies made for us to give you a card. Okay. Thank you so much. That's all the information I needed. Have a good day. You as well.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who are you speaking with?

Speaker speaker_1: Uh, hello. You're speaking with Marquis.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm calling because I wanted to see if my benefits were active.

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

Speaker speaker_1: I work for a BGSS Staffing.

Speaker speaker_0: Okay, BT, and the last four digits of your Social?

Speaker speaker_1: Um, 2660 000.

Speaker speaker_0: I need you to verify your address and date of birth for me.

Speaker speaker_1: 1124 000 Lake, Knoxville, South Carolina 29732, 092123005.

Speaker speaker_0: Okay. And I have your phone number as 704-635-1866?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as marquispolk7@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So taking a look here, you are enrolled in coverage but the deductions haven't started so your coverage not, is not active.

Speaker speaker_1: When do the deductions start?

Speaker speaker_0: It usually takes one to two weeks from enrollment, but for some reason, your deductions haven't started.

Speaker speaker_1: Okay. Is there any way that we can go ahead and get it started?

Speaker speaker_0: Um, you can speak to your staffing agency and see when, see if they can start deductions that you have been enrolled. Um, your paperwork was actually sent over... Oh, looks like it was just sent over on the 27th.

Speaker speaker_1: So it was sent over yesterday?

Speaker speaker_0: Yes. Looks like your, your, your file was sent over yesterday, so it should be within about a week or two that your coverage becomes active.

Speaker speaker_1: Are you sure about that? 'Cause I spoke to you guys last week and my file was in.

Speaker speaker_0: You have a file and you are enrolled, but the deductions haven't started. We're not part of the staffing agency so we can't see your payroll or even touch anything with payroll. So we're literally -

Speaker speaker_1: No, I definitely get what you're saying. Like I'm just supposed to pay you guys. No, I totally get what you're saying. Um, once I do get some money over to you guys,

am I able to print out my insurance cards?

Speaker speaker_0: So your, your cards will arrive to your residence. Your dental and vision card will arrive at your residence the end of the week after the first deduction, and your medical-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... will go to your email. Um, you can call, like, Wednesday after your first deduction and it's possible, it's possible that virtual copies are ready and we can send them to your email. Um, but we need to at least receive that first deduction.

Speaker speaker_1: Okay, right. I understand that. So I know that you're saying it's possible, but I understand that you guys have policies. So can I get a virtual card? Yes or no?

Speaker speaker_0: You can receive a virtual card the week after the first deduction. At the moment, there's no policies made for us to give you a card.

Speaker speaker_1: Okay. Thank you so much. That's all the information I needed. Have a good day.

Speaker speaker_0: You as well.