

## **Transcript: Pearl**

**Rojas-5927221572714496-6338897899995136**

### **Full Transcript**

Good morning. Thank you for calling Veterans With A Card. My name is Pearl. Who did I, who was I just speaking with? Um, Danielle Graham. And how can I assist you? Um, so I was getting insurance taken out of my paycheck, and I called up yesterday, um, and I was told that it might be like a week or maybe three weeks before the insurance would stop. Um, so I'm just wondering if you guys are gonna send me an insurance card, because I'd like to use the insurance that I'm paying for right now to go see the dentist. I can definitely take a look for you. What's the name of the staff agency you work for? I work for Caruso's ... What's the name of where you apply? I'm going through, I guess, WorkSource. WorkSource. Okay. And what are the, what are the last digi- four digits of your Social? 5175. 5175. Okay. And if you can verify your address and date of birth. It's 102779 and it's 903 Haley Road, Apartment 2A, Berryville, Arkansas 72616. Okay. And I have your phone number as 479-325-1533? Yes, ma'am. And I have your email address as jelders7988@gmail.com? Yes, ma'am. Okay. So your coverage was canceled. They hadn't been th- they hadn't started the deductions yet, but because... I- So your coverage i- I, I did get it taken out of this paycheck. Okay. That's where I was going. Um- Oh, go ahead. B- before you canceled, they hadn't started the deductions yet. Um, so your coverage hadn't become active. I- the cancellation process takes one to two weeks to actually go through the full process, so you can see one or two deductions. If they take it out of this week's check, you'll become active on Monday. Um, and then by the end of that week, you'll receive a card. But if you call about Wednesday, w- um, there should be a virtual copy that you could use until the c- until, um, the can- the cancellation fully processes. Oh, okay. Okay. Um, is that something that could be emailed to me? Yep. If you call on Wednesday for that virtual copy, they're able to email it to you if it's ready. Um, but it just depends how fast the process goes with creating your account. It could be ready Wednesday, and if not by then, then you'll receive it in the, in your mail. Okay. All right. Thank you very much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Veterans With A Card. My name is Pearl. Who did I, who was I just speaking with?

Speaker speaker\_1: Um, Danielle Graham.

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

Speaker speaker\_1: Um, so I was getting insurance taken out of my paycheck, and I called up yesterday, um, and I was told that it might be like a week or maybe three weeks before the insurance would stop. Um, so I'm just wondering if you guys are gonna send me an insurance card, because I'd like to use the insurance that I'm paying for right now to go see the dentist.

Speaker speaker\_0: I can definitely take a look for you. What's the name of the staff agency you work for?

Speaker speaker\_1: I work for Caruso's ...

Speaker speaker\_0: What's the name of where you apply?

Speaker speaker\_1: I'm going through, I guess, WorkSource.

Speaker speaker\_0: WorkSource. Okay. And what are the, what are the last digi- four digits of your Social?

Speaker speaker\_1: 5175.

Speaker speaker\_0: 5175. Okay. And if you can verify your address and date of birth.

Speaker speaker\_1: It's 102779 and it's 903 Haley Road, Apartment 2A, Berryville, Arkansas 72616.

Speaker speaker\_0: Okay. And I have your phone number as 479-325-1533?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as jelders7988@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So your coverage was canceled. They hadn't been th- they hadn't started the deductions yet, but because...

Speaker speaker\_1: I-

Speaker speaker\_0: So your coverage i-

Speaker speaker\_1: I, I did get it taken out of this paycheck.

Speaker speaker\_0: Okay. That's where I was going. Um-

Speaker speaker\_1: Oh, go ahead.

Speaker speaker\_0: B- before you canceled, they hadn't started the deductions yet. Um, so your coverage hadn't become active. I- the cancellation process takes one to two weeks to actually go through the full process, so you can see one or two deductions. If they take it out of this week's check, you'll become active on Monday. Um, and then by the end of that week, you'll receive a card. But if you call about Wednesday, w- um, there should be a virtual copy that you could use until the c- until, um, the can- the cancellation fully processes.

Speaker speaker\_1: Oh, okay. Okay. Um, is that something that could be emailed to me?

Speaker speaker\_0: Yep. If you call on Wednesday for that virtual copy, they're able to email it to you if it's ready. Um, but it just depends how fast the process goes with creating your account. It could be ready Wednesday, and if not by then, then you'll receive it in the, in your mail.

Speaker speaker\_1: Okay. All right. Thank you very much.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Bye-bye.