

Transcript: Pearl

Rojas-5968739771400192-6726411865079808

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. My name is Arian Achetta. And how can I assist you? Um, I was just trying to get a little information on, um, pretty much my benefits. I haven't received the card yet, so I just kind of need, you know, that information going on. Okay. Have you seen the deductions that have been on your check yet? Um, I believe so. Let me double check in here. Uh, give me one second. What's the name of the staffing agency you work for? Uh, Doherty Staffing. And the last four digits of your social? Uh, 3643. All righty. Okay. There we go. And okay, if you can confirm your address and date of birth. Um, date of birth is 1/29/2003. And your address? Um, it's gonna be 110 4th Street Southeast. That's in Spencer, Iowa, uh, 51301. All righty. And I have your phone number as 386-237-2858. Correct. And I have your email address as marcellusced or is it... m-a-r-c-e-l-l-u-s, uh, c-h-e-d@gmail.com? Correct. Okay. So you are enrolled in coverage, but the deductions have not begun yet. Okay. When does that start? Let's see. It looks like you made changes... Because I was told it would start, um, like the 17th? Uh-huh. Of this month? Yes. Okay. So it looks like when you first enrolled, that you didn't provide spousal information, so your coverage has changed to employee only. Then you called and gave the information- Mm-hmm. ... which is another change. Um, oh, well, now it's gonna be one because it said it was the same day. Um... Yeah. It was. It looks like it was scheduled to start on the 17th, but deductions didn't start, so your coverage isn't active yet. So when, when will the deductions come out? It just depends on the staffing agency. We don't have access to payroll, um, to be able to see any of that or to, to program any of that. Um, so it just depends on that, on when your staffing agency gets that, uh, started. Okay. So that's something I can talk to, like, um, my HR of Doherty? Correct. Okay. Okay. Awesome. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: 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_1: Hi. My name is Arian Achetta.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was just trying to get a little information on, um, pretty much my benefits. I haven't received the card yet, so I just kind of need, you know, that information

going on.

Speaker speaker_0: Okay. Have you seen the deductions that have been on your check yet?

Speaker speaker_1: Um, I believe so. Let me double check in here. Uh, give me one second.

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

Speaker speaker_1: Uh, Doherty Staffing.

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

Speaker speaker_1: Uh, 3643.

Speaker speaker_0: All righty. Okay.

Speaker speaker_1: There we go.

Speaker speaker_0: And okay, if you can confirm your address and date of birth.

Speaker speaker_1: Um, date of birth is 1/29/2003.

Speaker speaker_0: And your address?

Speaker speaker_1: Um, it's gonna be 110 4th Street Southeast. That's in Spencer, Iowa, uh, 51301.

Speaker speaker_0: All righty. And I have your phone number as 386-237-2858.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as marcellusced or is it... m-a-r-c-e-l-l-u-s, uh, c-h-e-d@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So you are enrolled in coverage, but the deductions have not begun yet.

Speaker speaker_1: Okay. When does that start?

Speaker speaker_0: Let's see. It looks like you made changes...

Speaker speaker_1: Because I was told it would start, um, like the 17th?

Speaker speaker_0: Uh-huh. Of this month?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like when you first enrolled, that you didn't provide spousal information, so your coverage has changed to employee only. Then you called and gave the information-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... which is another change. Um, oh, well, now it's gonna be one because it said it was the same day. Um...

Speaker speaker_1: Yeah.

Speaker speaker_0: It was. It looks like it was scheduled to start on the 17th, but deductions didn't start, so your coverage isn't active yet.

Speaker speaker_1: So when, when will the deductions come out?

Speaker speaker_0: It just depends on the staffing agency. We don't have access to payroll, um, to be able to see any of that or to, to program any of that. Um, so it just depends on that, on when your staffing agency gets that, uh, started.

Speaker speaker_1: Okay. So that's something I can talk to, like, um, my HR of Doherty?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Okay. Awesome. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.