

## Transcript: Pearl

**Rojas-5993772914524160-5569536530006016**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benfe- Benefits in a Card. My name is Pearl. Who does Hi, Pearl. My name is Alyssa. And how can I assist you? I called the other day and I'm trying to get... to sign up for benefits through the Terra Staffing, um, job... sorry, sorry, group. Um, and I clicked on the coverage that I wanted. That was like two days ago though, so I... it says pending coverage on my dashboard. Um, is there anything that I need to do? I didn't put like a card number in, or is it just like linked to my, um, Terra Staffing group, like routing number and stuff? I just want to make sure that I did it right. 'Cause it says- Yep. So, it takes- Oh. ... two weeks to process, so that's why it says pending still. Okay. And then the payment will come directly from your payroll, from your check from Terra Staffing. Okay, perfect. Um, so there's really nothing I need to do? I just need to, to hang tight and... 'cause it says total 34.87. That's... I just want to make sure I did it right. I just want to make... that's all, really. Okay. Yep. If you'd like, I can check your account just to make sure that it's pending on our side as well, um, and then the total- Okay. Sure. ... is how much is going to be deducted from your check every week. I love that. Okay. Yeah. Okay. What are the last four digits of your Social? 8282. All righty. And do you confirm... address? Can you... I'm sorry, you cut out. Can I confirm what? Address and date of birth. Oh, yeah. Address is 5401 East Van Buren Street, Unit 3001, Phoenix, Arizona 85008. And then birthday is 3/17/94. Okay. Now your phone number is 480-868-0280. Sorry. That... Yeah, that's it. All righty. And I have your email address as alyssahaney12@gmail.com. That is correct. Yes. I do have the enrollment here. It's, um, total amount is of \$34.87. You're enrolled in PreRx, Group Accident, Dental, Life Insurance, Vision, VIP Standard and Behavioral Health. That's... I didn't click Behavioral Health, but I'll pay for it if it's already on there because I don't want to mess with it if not. But I'll pay the 34.87. If that's what it is, I'll do it. Well, you're still timed to... well, you can cancel that... you can cancel plans at any time. If you want to, you can go ahead and cancel that. Um, I mean, I mean it's only... you, it's... let's see when you did your enrollment. You said you did your enrollment two weeks... two days ago, so it, it'd be about the same, one to two weeks. It won't be too far off, um, as far as coverage becoming active. Oh, that's okay. That's okay. I'm kind of like iffy- All right. ... how I was pressing stuff. Yeah, so, I just don't want to redo it. That's okay. This is perfect. All right. All righty. Is there anything else I can assist you with? That's it. Thank you so much. Bye. No, no problem. You have a great day. You too. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. Thank you for calling Benfe- Benefits in a Card. My name is Pearl. Who does

Speaker speaker\_2: Hi, Pearl. My name is Alyssa.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I called the other day and I'm trying to get... to sign up for benefits through the Terra Staffing, um, job... sorry, sorry, group. Um, and I clicked on the coverage that I wanted. That was like two days ago though, so I... it says pending coverage on my dashboard. Um, is there anything that I need to do? I didn't put like a card number in, or is it just like linked to my, um, Terra Staffing group, like routing number and stuff? I just want to make sure that I did it right. 'Cause it says-

Speaker speaker\_1: Yep. So, it takes-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... two weeks to process, so that's why it says pending still.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then the payment will come directly from your payroll, from your check from Terra Staffing.

Speaker speaker\_2: Okay, perfect. Um, so there's really nothing I need to do? I just need to, to hang tight and... 'cause it says total 34.87. That's... I just want to make sure I did it right. I just want to make... that's all, really. Okay.

Speaker speaker\_1: Yep. If you'd like, I can check your account just to make sure that it's pending on our side as well, um, and then the total-

Speaker speaker\_2: Okay. Sure.

Speaker speaker\_1: ... is how much is going to be deducted from your check every week.

Speaker speaker\_2: I love that. Okay. Yeah.

Speaker speaker\_1: Okay. What are the last four digits of your Social?

Speaker speaker\_2: 8282.

Speaker speaker\_1: All righty. And do you confirm... address?

Speaker speaker\_2: Can you... I'm sorry, you cut out. Can I confirm what?

Speaker speaker\_1: Address and date of birth.

Speaker speaker\_2: Oh, yeah. Address is 5401 East Van Buren Street, Unit 3001, Phoenix, Arizona 85008. And then birthday is 3/17/94.

Speaker speaker\_1: Okay. Now your phone number is 480-868-0280. Sorry.

Speaker speaker\_2: That... Yeah, that's it.

Speaker speaker\_1: All righty. And I have your email address as alyssahaney12@gmail.com.

Speaker speaker\_2: That is correct. Yes.

Speaker speaker\_1: I do have the enrollment here. It's, um, total amount is of \$34.87. You're enrolled in PreRx, Group Accident, Dental, Life Insurance, Vision, VIP Standard and Behavioral Health.

Speaker speaker\_2: That's... I didn't click Behavioral Health, but I'll pay for it if it's already on there because I don't want to mess with it if not. But I'll pay the 34.87. If that's what it is, I'll do it.

Speaker speaker\_1: Well, you're still timed to... well, you can cancel that... you can cancel plans at any time. If you want to, you can go ahead and cancel that. Um, I mean, I mean it's only... you, it's... let's see when you did your enrollment. You said you did your enrollment two weeks... two days ago, so it, it'd be about the same, one to two weeks. It won't be too far off, um, as far as coverage becoming active.

Speaker speaker\_2: Oh, that's okay. That's okay. I'm kind of like iffy-

Speaker speaker\_1: All right.

Speaker speaker\_2: ... how I was pressing stuff. Yeah, so, I just don't want to redo it. That's okay. This is perfect.

Speaker speaker\_1: All right. All righty. Is there anything else I can assist you with?

Speaker speaker\_2: That's it. Thank you so much. Bye.

Speaker speaker\_1: No, no problem. You have a great day.

Speaker speaker\_2: You too. Bye.