

Transcript: Pearl

Rojas-6021834062381056-5984450667036672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ..., who am I speaking with? Uh, hello. My name is Edward Bourgeois. Uh-huh. Can I see- And, uh, well, I was told to call the first, uh, Monday of, uh, uh, after I see, um, my Benef- my, my, uh, Benefits in a Card benefits being taken out of my, my paycheck. I didn't get the call yesterday, so I was calling today for a, um, uh, uh, a, a I guess, a, a, a card and a, a, um, uh, what do you call it? The statement of benefits, whatever the, the, sort of a... And I guess I can get it emailed to me, if you, if you have that kinda stuff. Uh- I can- There you go. ... definitely take a look, if any of your digital copies are ready. Um- Okay. ... what is the name of the staffing agency you work for? I work for Staff Pro. Okay. And the last four digits of your social? 4745. All righty. And again, confirm your address and date of birth. Uh, let's see. You should have... I think it's 4201 Woodland Drive, uh, New Orleans 70131. Date of birth, 3/23/1967. All righty. And your phone number is 504-217-3094? Yes. And I have your email address as eb70072@yahoo.com? Yes. It's E as in Edward, B as in boy, 70072. Yes. Okay, so taking a look here, your coverage isn't active yet. Do you see the deduction- Oh, yeah. ... on your payroll? Yes. Um, and that was for this week's check or was it last week? Uh, well, it's, uh, last, last pay period, so last week, I guess. 'Cause we haven't received the deduction yet. The coverage isn't active. Um, I can open an investigation and see if we did receive that. Um, I haven't received it. Well, I need to call- Do you remember what it says- I need to call these people. ... in the deduction or how much? Uh, I got, I got all of it. So I got two dollars and one cent for accident, uh, two dollars and 51 cents for critical illness, three dollars and 64 cents for dental, two dollars and 11 cents for life, 31 dollars 71 cents for med premium, I guess. Okay. Uh, STD 3.95, stay healthy, 16, and vision, 2.15. Yep, those are the deductions, but we just haven't received them yet. Um... All right. I need to call back- And that being said- ... anyway because they've been taking- Okay. ... they've been taking 370 bucks out a m- a week for some other insurance- Oh. ... that's not worth it. Um, so I gotta get that straight too. So, um, well, okay. Uh, I'll just try again next Monday. That'd be fine. Okay. All righty. Thank you so much for calling. You have a great day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ..., who am I speaking with?

Speaker speaker_2: Uh, hello. My name is Edward Bourgeois.

Speaker speaker_1: Uh-huh. Can I see-

Speaker speaker_2: And, uh, well, I was told to call the first, uh, Monday of, uh, uh, after I see, um, my Benef- my, my, uh, Benefits in a Card benefits being taken out of my, my paycheck. I didn't get the call yesterday, so I was calling today for a, um, uh, uh, a, a I guess, a, a, a card and a, a, um, uh, what do you call it? The statement of benefits, whatever the, the, sort of a... And I guess I can get it emailed to me, if you, if you have that kinda stuff. Uh-

Speaker speaker_1: I can-

Speaker speaker_2: There you go.

Speaker speaker_1: ... definitely take a look, if any of your digital copies are ready. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... what is the name of the staffing agency you work for?

Speaker speaker_2: I work for Staff Pro.

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

Speaker speaker_2: 4745.

Speaker speaker_1: All righty. And again, confirm your address and date of birth.

Speaker speaker_2: Uh, let's see. You should have... I think it's 4201 Woodland Drive, uh, New Orleans 70131. Date of birth, 3/23/1967.

Speaker speaker_1: All righty. And your phone number is 504-217-3094?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as eb70072@yahoo.com?

Speaker speaker_2: Yes. It's E as in Edward, B as in boy, 70072. Yes.

Speaker speaker_1: Okay, so taking a look here, your coverage isn't active yet. Do you see the deduction-

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: ... on your payroll?

Speaker speaker_2: Yes.

Speaker speaker_1: Um, and that was for this week's check or was it last week?

Speaker speaker_2: Uh, well, it's, uh, last, last pay period, so last week, I guess.

Speaker speaker_1: 'Cause we haven't received the deduction yet. The coverage isn't active. Um, I can open an investigation and see if we did receive that. Um, I haven't received it.

Speaker speaker_2: Well, I need to call-

Speaker speaker_1: Do you remember what it says-

Speaker speaker_2: I need to call these people.

Speaker speaker_1: ... in the deduction or how much?

Speaker speaker_2: Uh, I got, I got all of it. So I got two dollars and one cent for accident, uh, two dollars and 51 cents for critical illness, three dollars and 64 cents for dental, two dollars and 11 cents for life, 31 dollars 71 cents for med premium, I guess.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, STD 3.95, stay healthy, 16, and vision, 2.15.

Speaker speaker_1: Yep, those are the deductions, but we just haven't received them yet. Um...

Speaker speaker_2: All right. I need to call back-

Speaker speaker_1: And that being said-

Speaker speaker_2: ... anyway because they've been taking-

Speaker speaker_1: Okay.

Speaker speaker_2: ... they've been taking 370 bucks out a m- a week for some other insurance-

Speaker speaker_1: Oh.

Speaker speaker_2: ... that's not worth it. Um, so I gotta get that straight too. So, um, well, okay. Uh, I'll just try again next Monday. That'd be fine.

Speaker speaker_1: Okay. All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. You too. Bye-bye.