

## **Transcript: Pearl**

**Rojas-6164851538182144-6180807341686784**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits in a Card. My name is Carol. Who do I have the pleasure of speaking with? This is Robin Kleinhans. How are you doing today? I'm great, and yourself? Good. And how can I assist you? Uh, so I just, I just had some questions. Well, really just one. But, um... I had emailed last week and i- it makes sense what you guys are saying, you, somebody called back and, and left a message. But it says on the website that my coverage began on, uh, April 21st. Mm-hmm. Um, but, but my insurance card says that it didn't start until the 28th. So I was just wondering why there's, uh, a difference. Okay. Let me see. Look at this account for you. What's the name of the staffing agency you work for? Uh, WSI. It's Workforce Strategies Incorporated. Okay. And the, and the last four digits of your social? 2143. All right. Can you verify your address and date of birth for me? Sure. It's, uh, 54637 Ridgeview Circle, Paw Paw, Michigan 49079. Uh, birthday's 4/9/1984. Okay, and now your phone number is 616-218-8001? Correct. And now your email address is r, your last name, @gmo.com? Yeah, without the N-S at the end, but yes. Okay. All right, so it looks like your, your coverage was scheduled to start on the 21st. That we- that was essentially two weeks from the day you enrolled. But if the deductions are until the end of that week, that's why your card says your coverage started the 28th, because that's when it actually started. The website- Oh. ... has the date that it was scheduled to begin. Oh. So there's no coverage from the 21st on, right? Is the- The coverage, the coverage began, became active on the 28th of April. So there's n- there's no way to, to backdate it to the 21st? No, ma'am. No, ma'am. Their initial deduction to start coverage has to come from payroll, and the pay- the payroll department didn't start that deduction until the end of that week of the 21st. Well, that's frustrating. Um... Okay. I mean, of course, I wanna ask, there's no way to, to make another payment and have it backdate to the 21st? No, ma'am. That initial deduction has to be, or the initial premium has to be from payroll to start coverage. Okay. And the insurance won't go back to the... Even though it started on the 28th, it won't go back to the 21st to cover anything? No, ma'am. Mm-hmm. So. That's... A bummer. Yeah. Okay. Yeah, I, I, I think that's all of our questions. All right. Thank you so much for calling. You have a great day. Thank you.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Carol. Who do I have the pleasure of speaking with?

Speaker speaker\_1: This is Robin Kleinhans. How are you doing today?

Speaker speaker\_0: I'm great, and yourself?

Speaker speaker\_1: Good.

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

Speaker speaker\_1: Uh, so I just, I just had some questions. Well, really just one. But, um... I had emailed last week and i- it makes sense what you guys are saying, you, somebody called back and, and left a message. But it says on the website that my coverage began on, uh, April 21st.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, but, but my insurance card says that it didn't start until the 28th. So I was just wondering why there's, uh, a difference.

Speaker speaker\_0: Okay. Let me see. Look at this account for you. What's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, WSI. It's Workforce Strategies Incorporated.

Speaker speaker\_0: Okay. And the, and the last four digits of your social?

Speaker speaker\_1: 2143.

Speaker speaker\_0: All right. Can you verify your address and date of birth for me?

Speaker speaker\_1: Sure. It's, uh, 54637 Ridgeview Circle, Paw Paw, Michigan 49079. Uh, birthday's 4/9/1984.

Speaker speaker\_0: Okay, and now your phone number is 616-218-8001?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And now your email address is r, your last name, @gmo.com?

Speaker speaker\_1: Yeah, without the N-S at the end, but yes.

Speaker speaker\_0: Okay. All right, so it looks like your, your coverage was scheduled to start on the 21st. That we- that was essentially two weeks from the day you enrolled. But if the deductions are until the end of that week, that's why your card says your coverage started the 28th, because that's when it actually started. The website-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... has the date that it was scheduled to begin.

Speaker speaker\_1: Oh.

Speaker speaker\_2: So there's no coverage from the 21st on, right? Is the-

Speaker speaker\_0: The coverage, the coverage began, became active on the 28th of April.

Speaker speaker\_2: So there's n- there's no way to, to backdate it to the 21st?

Speaker speaker\_0: No, ma'am. No, ma'am. Their initial deduction to start coverage has to come from payroll, and the pay- the payroll department didn't start that deduction until the end of that week of the 21st.

Speaker speaker\_2: Well, that's frustrating. Um... Okay. I mean, of course, I wanna ask, there's no way to, to make another payment and have it backdate to the 21st?

Speaker speaker\_0: No, ma'am. That initial deduction has to be, or the initial premium has to be from payroll to start coverage.

Speaker speaker\_2: Okay. And the insurance won't go back to the... Even though it started on the 28th, it won't go back to the 21st to cover anything?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Mm-hmm. So.

Speaker speaker\_2: That's...

Speaker speaker\_1: A bummer.

Speaker speaker\_2: Yeah. Okay.

Speaker speaker\_1: Yeah, I, I, I think that's all of our questions.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you.