

Transcript: Pearl

Rojas-6187292538093568-6694218938105856

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does this ... as you're speaking with? Gonzalo Moya. And how can I assist you, Mr. Moya? I'm doing good. That's great. How can I assist you? Um, I was calling to see, um, about my benefits, if, um... Um, I know I'm paying them every week, but how do I get a card, or how do I come across my benefits or anything like that? Okay. What's the name of the staffing agency you work for? What was that? What's the name of the staffing agency you work for? SST. And the last four digits of your Social? 90608. And if you can confirm your address and date of birth. Uh, I don't know if I have the same one on file, but it's 5/13/86, and I don't know if it's, uh, 9421 or... Is this the- It's that one. ... 9421 eSystem? Okay. All right. And the city and state? City... Uh, Mesa, Arizona, 85207. All right, and you said your date of birth is 5/13/86? Yeah. Okay, so it looks like I have your date of birth wrong. Can you confirm your full Social and I can change that for you? Uh, my birth is 5/13/86. And then, my whole Social Security number? Yes, sir. S- uh, 531029068. Okay, let me go ahead and change that date of birth, 5/13/86. Can I have your phone number as 480-341-7051? Yeah. And I have your email address as moya_lalo_a-, uh, a_e@gmail.com? Sorry. Yeah. Okay. So, and looks like we do have a, a pending enrollment for you, for vision, dental, medical, short-term disability, life insurance and- Um, what, what do you mean pending? So, right now, your staffing agency is in transition of changing administrators. You guys were with a different administrator and group of insurance carriers. You guys are transitioning over to us and our carriers. Um, so at the moment, your coverage is pending. Um, it looks like it was processed on the 24th and it takes one to two weeks to process. Um, and then the following money- And that still gets taken... That still gets taken out of our checks every week also, or how does that work? Yes, it'll still be weekly deductions, but w- I'm not sure how much you're ded- deducted from your current carriers, but your deductions will be a \$52.77. Okay. And, and how do we stop... How do we cancel out of that? Uh, so you no longer want your coverage? Yeah, if I... I would probably just go on my own. Um, I could process the cancellation for you. Okay. Um, would I be able to call back, um, so I could, uh, do this, um, because I'm at work right now? Would that be okay if we call back? Is that fine? Yeah, that's fine. Oh, perfect. Yeah, I'll give you a call back in a little bit. I appreciate you. No problem. Thank you so much for calling. Have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does this ... as you're speaking with?

Speaker speaker_1: Gonzalo Moya.

Speaker speaker_0: And how can I assist you, Mr. Moya?

Speaker speaker_1: I'm doing good.

Speaker speaker_0: That's great. How can I assist you?

Speaker speaker_1: Um, I was calling to see, um, about my benefits, if, um... Um, I know I'm paying them every week, but how do I get a card, or how do I come across my benefits or anything like that?

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

Speaker speaker_1: What was that?

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

Speaker speaker_1: SST.

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

Speaker speaker_1: 90608.

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

Speaker speaker_1: Uh, I don't know if I have the same one on file, but it's 5/13/86, and I don't know if it's, uh, 9421 or... Is this the-

Speaker speaker_0: It's that one.

Speaker speaker_1: ... 9421 eSystem? Okay.

Speaker speaker_0: All right. And the city and state?

Speaker speaker_1: City... Uh, Mesa, Arizona, 85207.

Speaker speaker_0: All right, and you said your date of birth is 5/13/86?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so it looks like I have your date of birth wrong. Can you confirm your full Social and I can change that for you?

Speaker speaker_1: Uh, my birth is 5/13/86. And then, my whole Social Security number?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: S- uh, 531029068.

Speaker speaker_0: Okay, let me go ahead and change that date of birth, 5/13/86. Can I have your phone number as 480-341-7051?

Speaker speaker_1: Yeah.

Speaker speaker_0: And I have your email address as moya_lalo_a-, uh, a_e@gmail.com? Sorry.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, and looks like we do have a, a pending enrollment for you, for vision, dental, medical, short-term disability, life insurance and-

Speaker speaker_1: Um, what, what do you mean pending?

Speaker speaker_0: So, right now, your staffing agency is in transition of changing administrators. You guys were with a different administrator and group of insurance carriers. You guys are transitioning over to us and our carriers. Um, so at the moment, your coverage is pending. Um, it looks like it was processed on the 24th and it takes one to two weeks to process. Um, and then the following money-

Speaker speaker_1: And that still gets taken... That still gets taken out of our checks every week also, or how does that work?

Speaker speaker_0: Yes, it'll still be weekly deductions, but w- I'm not sure how much you're ded- deducted from your current carriers, but your deductions will be a \$52.77.

Speaker speaker_1: Okay. And, and how do we stop... How do we cancel out of that?

Speaker speaker_0: Uh, so you no longer want your coverage?

Speaker speaker_1: Yeah, if I... I would probably just go on my own.

Speaker speaker_0: Um, I could process the cancellation for you.

Speaker speaker_1: Okay. Um, would I be able to call back, um, so I could, uh, do this, um, because I'm at work right now? Would that be okay if we call back? Is that fine?

Speaker speaker_0: Yeah, that's fine.

Speaker speaker_1: Oh, perfect. Yeah, I'll give you a call back in a little bit. I appreciate you.

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

Speaker speaker_1: You too. Thank you.