

## **Transcript: Pearl**

**Rojas-6215784293515264-4645454793981952**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. My name is Abena Duku. And how can I assist you? I had a call to, um, I had a text today confirming that I've been able to work with ACC, uh, for my tax, my first pay check. Um, so I'm wanting to sign on to the BIC, um, benefits. Okay, what's the name of the staff agency you work for? ACC Healthcare. And the... Sorry. The last four digits of your social? 4727. 4727? Yes. Okay, if you can confirm your address and date of birth. 12 S-A-L-L-A-G-U-T colon, 12, Sarat colon, New York 11727 is my address. And your date of birth? March 24, 1990, 1989. Can I have your phone number at 614-598-3707? Yes, please. Can I have your email address as abena\_duku@gmail, @yahoo.com? Yes. All right, so I do have an enrollment for you. You are enrolled in the coverage, it just looks like we haven't received any deductions. I sent the paperwork to them. Uh, they sending it to them, so I don't know why. I'm sorry, what was that? I said I've, um, done the paperwork so now send it to them. So, you want me to send you a copy of it somewhere because I've already done that with the company. Uh, you've d- you've sent... I'm sorry, 'cause you sound really far away. You sent what to who? I sent the paper, like, what I wanna be signing up for. I sent that paper to them. So if they have not sent you what I would want to be deducting from my paycheck then I'm asking if you want me to send a copy of that to you. No, we have you enrolled. We know what you're wanting to enroll in, but they- Oh, okay. ... haven't started taking it out of your check. Oh, okay. So, so that's up to them, right? Or it's up to you guys? No, it's up to them. The, the, we don't have any access to your payroll, so we're just waiting for them to start taking de- your coverage to become active. Okay. Okay. Oh yeah. So, um, it's up to my company to do that? You can, you can put them and see if there, if there was... If they can, um... If there was a reason why they haven't started the deductions- Hm, okay. ... because you are enrolled. Okay. But it does depend on them. Yeah, it should be 325. Oh, okay. Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

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

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

Speaker speaker\_2: I had a call to, um, I had a text today confirming that I've been able to work with ACC, uh, for my tax, my first pay check. Um, so I'm wanting to sign on to the BIC, um, benefits.

Speaker speaker\_1: Okay, what's the name of the staff agency you work for?

Speaker speaker\_2: ACC Healthcare.

Speaker speaker\_1: And the... Sorry. The last four digits of your social?

Speaker speaker\_2: 4727.

Speaker speaker\_1: 4727?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, if you can confirm your address and date of birth.

Speaker speaker\_2: 12 S-A-L-L-A-G-U-T colon, 12, Sarat colon, New York 11727 is my address.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: March 24, 1990, 1989.

Speaker speaker\_1: Can I have your phone number at 614-598-3707?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Can I have your email address as abena\_duku@gmail, @yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, so I do have an enrollment for you. You are enrolled in the coverage, it just looks like we haven't received any deductions.

Speaker speaker\_2: I sent the paperwork to them. Uh, they sending it to them, so I don't know why.

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_2: I said I've, um, done the paperwork so now send it to them. So, you want me to send you a copy of it somewhere because I've already done that with the company.

Speaker speaker\_1: Uh, you've d- you've sent... I'm sorry, 'cause you sound really far away. You sent what to who?

Speaker speaker\_2: I sent the paper, like, what I wanna be signing up for. I sent that paper to them. So if they have not sent you what I would want to be deducting from my paycheck then I'm asking if you want me to send a copy of that to you.

Speaker speaker\_1: No, we have you enrolled. We know what you're wanting to enroll in, but they-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... haven't started taking it out of your check.

Speaker speaker\_2: Oh, okay. So, so that's up to them, right? Or it's up to you guys?

Speaker speaker\_1: No, it's up to them. The, the, we don't have any access to your payroll, so we're just waiting for them to start taking de- your coverage to become active.

Speaker speaker\_2: Okay. Okay. Oh yeah. So, um, it's up to my company to do that?

Speaker speaker\_1: You can, you can put them and see if there, if there was... If they can, um... If there was a reason why they haven't started the deductions-

Speaker speaker\_2: Hm, okay.

Speaker speaker\_1: ... because you are enrolled.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But it does depend on them. Yeah, it should be 325.

Speaker speaker\_2: Oh, okay. Okay. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.