

## Transcript: Pearl

**Rojas-6305571847749632-6032142720516096**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, thank you for calling Benefits in a Card. My name is Pearl, who can I have the pleasure of speaking with? Hello, my name is Janiyah, um, Janiyah Daniels and I'm calling to see if my, um, benefits is active for the week. Okay, and what's the name of the company you work for? PRC Staffing. And the last four digits of your Social? 1475. All righty, and if you can verify your address and date of birth for me. 514 Lane, Carmel, New Jersey 08859. Um, what else? Date of birth. Oh, 3/16/95. Okay. And I have your phone number as 973-951-2598? Yeah. Can I have your email address as janiyahd316@gmail.com? Yes. Okay, and I'm showing you do not have active coverage this week. Okay, did you guys get the, um, deduction for this week because I, I got paid yesterday? Um, we haven't got it yet. We might receive it by the end of the week, say tomorrow or maybe Monday. But at the moment, I'm not showing that we have a deduction. Maybe Monday. Oh my gosh, why does it take so long? Um, is there any word back in regards to the paycheck that I sent in for last week showing a deduction, a partial deduction? Okay, bear with me one moment. I'ma put, I'ma put you on a brief hold and reach out to that, that rep you initially spoke with and see if there's anything, if he hasn't, um, updated the account at all. Give me one moment. Okay. Thank you so much for holding, Ms. Daniels. So, what I'm gonna have to do is reach out to our main office again, because we haven't received anything back about that previous check, so, that you sent in. So, I'm gonna reach out to them again and see if I can get any f- further information and then as soon as I hear something, I'll give you a call back myself. Okay. Um, okay, so I'm, I'll guess I'll just call back again tomorrow in regards to seeing if you got the deduction for this week 'cause I'm busy trying to go to the doctor. Okay. I will definitely -I know that the deduction came out 'cause it's on my check, so I'm not... I don't know why it takes so long for y'all to get it. What does it say next to the deduction? Do you remember? It's the 40, 40-something, um... Um... Okay. I'm gonna reach out, like I said, to the main office and have them, um, give me an update on the first deduction that we, that you're looking for. Um, if I get anything back today, then I'll give you a call back later today, um, and then we can go from there. But it could take up to 48 hours. Okay. Thank you. No problem. Thank you so much for calling in. Have a great day. Oh, can I just pay? If like that's easier. Can I just pay? For the week. You would have to pay the two weeks together. The two weeks together? Yeah. You would have to pay last week which was the 4th and then this week of the 11th. But why would I pay this week when I, when it came out? Well, that's the thing. We haven't received it, so for your coverage to become active, you would have to pay, pay the week. Or which week are you wanting to pay? The week where I know for a fact the full thing didn't go, come out, which would've been last week. The week of the 4th. Yeah. Let, let me pull up my PayPal. 'Cause, um... Okay. Yeah. So the, the check date was on the 6th. Yeah. We did actually wait because you, you said that it was a

partial th- the amount taken out wasn't matching the amount that is supposed to be deducted. Um, so I would just wait to, to make sure. That way, you don't have to go through the process of either a ref- getting a refund or having, um, incorrect deductions being made or anything like that. Yeah. It's just... I, I usually would wait, uh... It's so weird 'cause I really need to go to the doctor now. I usually never do whenever my insurance is active, but now I need to go. And I can't. So that's why I was like if, if maybe I could just pay it. But if I pay today, will I be able to go to the doctor today? No, because you- Will it show active? No, because you were... The one that... The check that you're speaking of, um... The check of the 6th also would be technically this week. Um... 'Cause you weren't active last week either. I would honestly just wait. That way we can get it all squared a- away, um, at once. Right. But I don't know. It would be cheaper for me to just pay it now than to pay the full amount at the doctor. But then you said it wouldn't show active. Okay. All right. Well... Okay. Thank you. No problem. Thank you so much for calling. You have a great day.

## 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 Benefits in a Card. My name is Pearl, who can I have the pleasure of speaking with?

Speaker speaker\_2: Hello, my name is Janiyah, um, Janiyah Daniels and I'm calling to see if my, um, benefits is active for the week.

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

Speaker speaker\_2: PRC Staffing.

Speaker speaker\_1: And the last four digits of your Social?

Speaker speaker\_2: 1475.

Speaker speaker\_1: All righty, and if you can verify your address and date of birth for me.

Speaker speaker\_2: 514 Lane, Carmel, New Jersey 08859. Um, what else?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Oh, 3/16/95.

Speaker speaker\_1: Okay. And I have your phone number as 973-951-2598?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Can I have your email address as janiyahd316@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, and I'm showing you do not have active coverage this week.

Speaker speaker\_2: Okay, did you guys get the, um, deduction for this week because I, I got paid yesterday?

Speaker speaker\_1: Um, we haven't got it yet. We might receive it by the end of the week, say tomorrow or maybe Monday. But at the moment, I'm not showing that we have a deduction.

Speaker speaker\_2: Maybe Monday. Oh my gosh, why does it take so long? Um, is there any word back in regards to the paycheck that I sent in for last week showing a deduction, a partial deduction?

Speaker speaker\_1: Okay, bear with me one moment. I'ma put, I'ma put you on a brief hold and reach out to that, that rep you initially spoke with and see if there's anything, if he hasn't, um, updated the account at all. Give me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you so much for holding, Ms. Daniels. So, what I'm gonna have to do is reach out to our main office again, because we haven't received anything back about that previous check, so, that you sent in. So, I'm gonna reach out to them again and see if I can get any f- further information and then as soon as I hear something, I'll give you a call back myself.

Speaker speaker\_2: Okay. Um, okay, so I'm, I'll guess I'll just call back again tomorrow in regards to seeing if you got the deduction for this week 'cause I'm busy trying to go to the doctor.

Speaker speaker\_1: Okay. I will definitely -I know that the deduction came out 'cause it's on my check, so I'm not... I don't know why it takes so long for y'all to get it. What does it say next to the deduction? Do you remember?

Speaker speaker\_2: It's the 40, 40-something, um... Um...

Speaker speaker\_1: Okay. I'm gonna reach out, like I said, to the main office and have them, um, give me an update on the first deduction that we, that you're looking for. Um, if I get anything back today, then I'll give you a call back later today, um, and then we can go from there. But it could take up to 48 hours.

Speaker speaker\_2: Okay. Thank you.

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

Speaker speaker\_2: Oh, can I just pay? If like that's easier. Can I just pay? For the week.

Speaker speaker\_1: You would have to pay the two weeks together.

Speaker speaker\_2: The two weeks together?

Speaker speaker\_1: Yeah. You would have to pay last week which was the 4th and then this week of the 11th.

Speaker speaker\_2: But why would I pay this week when I, when it came out?

Speaker speaker\_1: Well, that's the thing. We haven't received it, so for your coverage to become active, you would have to pay, pay the week. Or which week are you wanting to pay?

Speaker speaker\_2: The week where I know for a fact the full thing didn't go, come out, which would've been last week.

Speaker speaker\_1: The week of the 4th.

Speaker speaker\_2: Yeah. Let, let me pull up my PayPal. 'Cause, um...

Speaker speaker\_1: Okay. Yeah. So the, the check date was on the 6th. Yeah. We did actually wait because you, you said that it was a partial th- the amount taken out wasn't matching the amount that is supposed to be deducted. Um, so I would just wait to, to make sure. That way, you don't have to go through the process of either a ref- getting a refund or having, um, incorrect deductions being made or anything like that.

Speaker speaker\_2: Yeah. It's just... I, I usually would wait, uh... It's so weird 'cause I really need to go to the doctor now. I usually never do whenever my insurance is active, but now I need to go. And I can't. So that's why I was like if, if maybe I could just pay it. But if I pay today, will I be able to go to the doctor today?

Speaker speaker\_1: No, because you-

Speaker speaker\_2: Will it show active?

Speaker speaker\_1: No, because you were... The one that... The check that you're speaking of, um... The check of the 6th also would be technically this week. Um... 'Cause you weren't active last week either. I would honestly just wait. That way we can get it all squared a- away, um, at once.

Speaker speaker\_2: Right. But I don't know. It would be cheaper for me to just pay it now than to pay the full amount at the doctor. But then you said it wouldn't show active. Okay. All right. Well... Okay. Thank you.

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