

## Transcript: Pearl

**Rojas-6337278293229568-4957803517231104**

### Full Transcript

Hi, hi, good morning. Thank you for calling for Benefits on a Card. My name is Pearl, who left a voice message for you. Yeah, good mor- How you doing? My name is, uh, Mr. Banks. I'm trying to, like, activate my, um, benefits on the card. Okay. What's the name of the staff agency you work for? Um, Surge Staffing. All righty. And the last four digits of your Social? Yes. It's, um, 4280. All right, and if you can confirm your address and date of birth for me. Yes. Address is 3125 Jeffrey Road, Windsor Mill, Maryland, zip code 21244. And my... You said my date of birth? Yes, sir. Yes. It's, um, 05/15/1985. All righty. Now your phone number is 443-704-7330? Yes, ma'am. All right. So, taking a look here. You do... You are enrolled in a preventative health plan. Mm-hmm. But it looks like for the last three weeks, um, one, two... Yeah, this is the third week that you're not active. Um, did you stop working with them or- Yeah. I had currently got, uh- ... or have, or? Yeah. I had, I had got laid off the job that they was, um, giving me 'cause they were trying to hire me permanently but I didn't reach their standard. Hmm. Okay. And you wanted to... You said you wanted to activate your plan, so you wanted to make direct payments for the weeks that didn't come out your payroll? Well, I mean, I guess 'cause the... Y'all have been taking money out since I've been working, right? You were having deductions made previously, yes. But it said it with this week, it's the third week that they haven't had a deduction be taken. And- I understand, but do y'all still... I mean, since I been working through Surge, I've been taking money out for this in, in, uh, benefits, correct? Correct. But this is a weekly- Right. ... uh, basis, so since you stopped working, then there's no deductions and your coverage isn't active. You can make... You can make the... You can make the direct payments so your coverage is active, um, but you're currently not, is what I'm going for. Oh, so I'm, I'm, I'm still confused 'cause the money y'all been taking out my paycheck that's going towards these benefits, I can't use them because I'm not working through y'all company at the moment? So, you, you can't use them because you're, you're not active. The deductions that they're taking from, they were taking from your payroll were for week-to-week. So, the... Say, last week on the 21st, the deductions on what they would've made then would have covered you this week from the 24th to the 30th, but because- Mm-hmm. ... for the last three weeks there hasn't been a deduction, your coverage isn't active, so you can't use it. You can make the d- the three direct payments 'cause you have to... You can't skip weeks, so you have to make the... this happening, and then this week, the 24th. So- And your coverage will become active again. Um, but at the moment, it's not because of those deduction misses. Oh, okay. But in the meanwhile, is this card active to use, though? No. Oh, okay. All right. I appreciate it, man. Thank you. No problem. Thank you so much for calling. You have a great day. All right.

## Conversation Format

Speaker speaker\_0: Hi, hi, good morning. Thank you for calling for Benefits on a Card. My name is Pearl, who left a voice message for you.

Speaker speaker\_1: Yeah, good mor- How you doing? My name is, uh, Mr. Banks. I'm trying to, like, activate my, um, benefits on the card.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: Um, Surge Staffing.

Speaker speaker\_0: All righty. And the last four digits of your Social?

Speaker speaker\_1: Yes. It's, um, 4280.

Speaker speaker\_0: All right, and if you can confirm your address and date of birth for me.

Speaker speaker\_1: Yes. Address is 3125 Jeffrey Road, Windsor Mill, Maryland, zip code 21244. And my... You said my date of birth?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yes. It's, um, 05/15/1985.

Speaker speaker\_0: All righty. Now your phone number is 443-704-7330?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. So, taking a look here. You do... You are enrolled in a preventative health plan.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But it looks like for the last three weeks, um, one, two... Yeah, this is the third week that you're not active. Um, did you stop working with them or-

Speaker speaker\_1: Yeah. I had currently got, uh-

Speaker speaker\_0: ... or have, or?

Speaker speaker\_1: Yeah. I had, I had got laid off the job that they was, um, giving me 'cause they were trying to hire me permanently but I didn't reach their standard.

Speaker speaker\_0: Hmm. Okay. And you wanted to... You said you wanted to activate your plan, so you wanted to make direct payments for the weeks that didn't come out your payroll?

Speaker speaker\_1: Well, I mean, I guess 'cause the... Y'all have been taking money out since I've been working, right?

Speaker speaker\_0: You were having deductions made previously, yes. But it said it with this week, it's the third week that they haven't had a deduction be taken. And-

Speaker speaker\_1: I understand, but do y'all still... I mean, since I been working through Surge, I've been taking money out for this in, in, uh, benefits, correct?

Speaker speaker\_0: Correct. But this is a weekly-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... uh, basis, so since you stopped working, then there's no deductions and your coverage isn't active. You can make... You can make the... You can make the direct payments so your coverage is active, um, but you're currently not, is what I'm going for.

Speaker speaker\_1: Oh, so I'm, I'm, I'm still confused 'cause the money y'all been taking out my paycheck that's going towards these benefits, I can't use them because I'm not working through y'all company at the moment?

Speaker speaker\_0: So, you, you can't use them because you're, you're not active. The deductions that they're taking from, they were taking from your payroll were for week-to-week. So, the... Say, last week on the 21st, the deductions on what they would've made then would have covered you this week from the 24th to the 30th, but because-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... for the last three weeks there hasn't been a deduction, your coverage isn't active, so you can't use it. You can make the d- the three direct payments 'cause you have to... You can't skip weeks, so you have to make the... this happening, and then this week, the 24th.

Speaker speaker\_1: So-

Speaker speaker\_0: And your coverage will become active again. Um, but at the moment, it's not because of those deduction misses.

Speaker speaker\_1: Oh, okay. But in the meanwhile, is this card active to use, though?

Speaker speaker\_0: No.

Speaker speaker\_1: Oh, okay. All right. I appreciate it, man. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: All right.