

Transcript: Pearl

Rojas-6391485513252864-6733289089581056

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, hi. It's Steve Fulcinelli. And how can I assist you? Um, yeah, I recent-... Um, I started a job with MacMillan a couple of weeks ago. Um, I know I'm eligible for insurance. I'm just wondering when I'll actually be, uh, able to get a card. Okay. Did you enroll? Uh, I should have. Um, I did fill out a form. Okay. Yeah. Okay, what's the name of the staffing agency you work for? Uh, um, hold on. Uh, I believe it's the NOR Group. Okay, and what are the last four digits of your social? 8865. And now you need to confirm your address and date of birth. 194 Smith Street, Apartment 2F, Freeport, New York, 11520. May 30th, 1986. All right, do you have your phone number as 516-658-4837? That'll be it. And now your email address as stevefulc619@yahoo.com? That would also be it. All righty. So your coverage is still pending. Um, yep, your coverage is still pending. It looks like that was processed on the 22nd, and it takes one to two weeks for the staffing agency to start that... start those deductions. After you see the first deduction, the following Monday you're active, and then later that week you receive your dental and preventive health card in the mail. All right, so you... So you said basically another two weeks? Yeah, so two weeks. All right. Uh, guess nothing I can do but wait. Thank you. No problem. Have a good day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: 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_1: Uh, hi. It's Steve Fulcinelli.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yeah, I recent-... Um, I started a job with MacMillan a couple of weeks ago. Um, I know I'm eligible for insurance. I'm just wondering when I'll actually be, uh, able to get a card.

Speaker speaker_0: Okay. Did you enroll?

Speaker speaker_1: Uh, I should have. Um, I did fill out a form.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: Uh, um, hold on. Uh, I believe it's the NOR Group.

Speaker speaker_0: Okay, and what are the last four digits of your social?

Speaker speaker_1: 8865.

Speaker speaker_0: And now you need to confirm your address and date of birth.

Speaker speaker_1: 194 Smith Street, Apartment 2F, Freeport, New York, 11520. May 30th, 1986.

Speaker speaker_0: All right, do you have your phone number as 516-658-4837?

Speaker speaker_1: That'll be it.

Speaker speaker_0: And now your email address as stevefulc619@yahoo.com?

Speaker speaker_1: That would also be it.

Speaker speaker_0: All righty. So your coverage is still pending. Um, yep, your coverage is still pending. It looks like that was processed on the 22nd, and it takes one to two weeks for the staffing agency to start that... start those deductions. After you see the first deduction, the following Monday you're active, and then later that week you receive your dental and preventive health card in the mail.

Speaker speaker_1: All right, so you... So you said basically another two weeks?

Speaker speaker_0: Yeah, so two weeks.

Speaker speaker_1: All right. Uh, guess nothing I can do but wait. Thank you.

Speaker speaker_0: No problem. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.