

Transcript: Pearl

Rojas-6448904358117376-5806818692743168

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Hillary. And how can I assist you? Um, I need to see my member ID number. I'm a new client and I... I'm on the portal and it says... I, I pressed email ID card and it said it's not... it's not available. Okay. So I'm just wondering how I can get my member ID. Okay. What's the name of the staffing agency you work for? Integrity Trade Services. And the last four digits of your social? 0880. I'm gonna need you to verify your address and date of birth. October 5th, 1992. And my address- And your address. My address is 153 Porom Street, Apartment 5, Brooklyn, New York. Okay. And have you heard of our 682-433-4175? Yes. Okay. So it looks like your en- your enrollment is still pending. Uh, let me take a look. Um... It was done actually today. It takes one to two weeks for the staff... for the staffing agency to start making your deductions. Once they do, the following Monday, you become active and then later that week you'll receive your cards in the mail. Um, you'll receive your dental, vision and medical card e- or your dental, vision and preventive health cards to your residence, and your medical goes to your email. But I, I actually... I did it... I enrolled, like, two weeks ago or three weeks ago. And today all I did today was just, like, go back on the thing and then, like, make sure I had the right ones and clicked save. So... Let me take a look 'cause it looks like... From what I'm seeing here, you made a change to something. I di... I really did... I didn't change anything. Okay. Mm-hmm. Because from the enrollment that, that you had and that's processed on the 3rd, it was scheduled to begin on the 17th, but the deductions didn't start. Um, so we're... so literally, you are enrolled. You just haven't... the deductions haven't began. Okay. So that's just dependent on your staffing agency when they get those deductions started. Um, we are not part of the staffing agency, uh, exactly or directly, so we can... We don't have access to your payroll to see if when deductions will begin. Um, but you are enrolled just waiting for those deductions to come out. I mean, can I just pay it so I get my member ID? Um, no, because that initial first deduction has to come from your payroll check. Okay. So it have-... It will have to wait until I start working. Correct. Okay. All right. Thank you. No problem. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Hillary.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I need to see my member ID number. I'm a new client and I... I'm on the portal and it says... I, I pressed email ID card and it said it's not... it's not available.

Speaker speaker_0: Okay.

Speaker speaker_1: So I'm just wondering how I can get my member ID.

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

Speaker speaker_1: Integrity Trade Services.

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

Speaker speaker_1: 0880.

Speaker speaker_0: I'm gonna need you to verify your address and date of birth.

Speaker speaker_1: October 5th, 1992. And my address-

Speaker speaker_0: And your address.

Speaker speaker_1: My address is 153 Porom Street, Apartment 5, Brooklyn, New York.

Speaker speaker_0: Okay. And have you heard of our 682-433-4175?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like your en- your enrollment is still pending. Uh, let me take a look. Um... It was done actually today. It takes one to two weeks for the staff... for the staffing agency to start making your deductions. Once they do, the following Monday, you become active and then later that week you'll receive your cards in the mail. Um, you'll receive your dental, vision and medical card e- or your dental, vision and preventive health cards to your residence, and your medical goes to your email.

Speaker speaker_1: But I, I actually... I did it... I enrolled, like, two weeks ago or three weeks ago. And today all I did today was just, like, go back on the thing and then, like, make sure I had the right ones and clicked save. So...

Speaker speaker_0: Let me take a look 'cause it looks like... From what I'm seeing here, you made a change to something.

Speaker speaker_1: I di-... I really did... I didn't change anything.

Speaker speaker_0: Okay. Mm-hmm. Because from the enrollment that, that you had and that's processed on the 3rd, it was scheduled to begin on the 17th, but the deductions didn't start. Um, so we're... so literally, you are enrolled. You just haven't... the deductions haven't began.

Speaker speaker_1: Okay.

Speaker speaker_0: So that's just dependent on your staffing agency when they get those deductions started. Um, we are not part of the staffing agency, uh, exactly or directly, so we can... We don't have access to your payroll to see if when deductions will begin. Um, but you

are enrolled just waiting for those deductions to come out.

Speaker speaker_1: I mean, can I just pay it so I get my member ID?

Speaker speaker_0: Um, no, because that initial first deduction has to come from your payroll check.

Speaker speaker_1: Okay. So it have-... It will have to wait until I start working.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right. Thank you.

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