

## **Transcript: Pearl**

**Rojas-6493356500238336-6740961813643264**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is this I'm speaking with? My name is Michael Dunn, and I said I was gonna speak with somebody named Vic, V-I-C. Vic is Benefits in a Card. That's our co- that's the company that you just called. We're the healthcare administrators for staffing agencies. Okay. I supposed to be, uh, a, my, I already got my, my, I guess, my check so I needed to make sure I'm o- um, being covered. Okay. So you want to enroll in coverage? What's the name of the staffing agency you work for? Wagner. And the last four digits of your Social? 8188. Okay. And your address in date of birth? 1360 Mills Cove Drive, 09190-1966. ... in Georgia. All righty. And I have your phone number as 740-971-8720? 470-971-8720. Okay. And I have your phone number as mjthedj7u@gmail.com? Uh, mjthedj69@gmail.com. Okay, 69. All righty. Got that updated. So I do have a pending enrollment here for you. It looks like you enrolled on the 23rd. Um, I do have a pending enrollment for you for dental, for employee only. Correct. All righty. It is in the system and it just will take the one to two weeks to process, okay? All right. Is there anything else we can assist you with today? That'll do it. Thank you so much for calling. It said the first day it's, it says it's supposed to be uncovered on the first day. Um, that would have, that could be, could have been an option if would have done it during onboarding. Um, sometimes they get that processed fast and by the first of the check your deduction is made. Um, but it takes one to two weeks from the day you enrolled, from the day you called which was the 23rd. Okay. All right. Thank you so much for calling in. Have a great day. Thanks.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is this I'm speaking with?

Speaker speaker\_1: My name is Michael Dunn, and I said I was gonna speak with somebody named Vic, V-I-C.

Speaker speaker\_0: Vic is Benefits in a Card. That's our co- that's the company that you just called. We're the healthcare administrators for staffing agencies.

Speaker speaker\_1: Okay. I supposed to be, uh, a, my, I already got my, my, I guess, my check so I needed to make sure I'm o- um, being covered.

Speaker speaker\_0: Okay. So you want to enroll in coverage? What's the name of the staffing agency you work for?

Speaker speaker\_1: Wagner.

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

Speaker speaker\_1: 8188.

Speaker speaker\_0: Okay. And your address in date of birth?

Speaker speaker\_1: 1360 Mills Cove Drive, 09190-1966. ... in Georgia.

Speaker speaker\_0: All righty. And I have your phone number as 740-971-8720?

Speaker speaker\_1: 470-971-8720.

Speaker speaker\_0: Okay. And I have your phone number as mjthedj7u@gmail.com?

Speaker speaker\_1: Uh, mjthedj69@gmail.com.

Speaker speaker\_0: Okay, 69. All righty. Got that updated. So I do have a pending enrollment here for you. It looks like you enrolled on the 23rd. Um, I do have a pending enrollment for you for dental, for employee only.

Speaker speaker\_1: Correct.

Speaker speaker\_0: All righty. It is in the system and it just will take the one to two weeks to process, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: Is there anything else we can assist you with today?

Speaker speaker\_1: That'll do it.

Speaker speaker\_0: Thank you so much for calling.

Speaker speaker\_1: It said the first day it's, it says it's supposed to be uncovered on the first day.

Speaker speaker\_0: Um, that would have, that could be, could have been an option if would have done it during onboarding. Um, sometimes they get that processed fast and by the first of the check your deduction is made. Um, but it takes one to two weeks from the day you enrolled, from the day you called which was the 23rd.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Thank you so much for calling in. Have a great day.

Speaker speaker\_1: Thanks.