

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Hi, Pearl. My name is Christopher Okolo. How are you? I'm good. How are you? Not bad. Um, I just wanted to check the status of... because I tried enrolling, uh, for the benefit this year. And my son is about to go to school, so now I would like to see, um, is he, is he active now or do we pay... So how does, how does this work? Okay, I can definitely... excuse me, take a look for you. What's the name of the staffing agency you work for? Um, Oswald's. Oswald-Cruzeta. Okay, and the last four digits of your social? 0856. All righty. And can you confirm your address and date of birth for me? 26th of December, 1980 is my birthdate, and my pin date, and, uh, East Austin, South Road, Apartment 3-107, Andover, 01817. Okay, and I ha- and I'm sorry, what's the city and state? Andover, Massachusetts. Okay, and I have your phone number as 978-860-6051. Yeah, 6051. Yes, ma'am. All righty, and I have your email address as your first name, your last name @gmail.com. Gmail.com, yes, ma'am. All righty, let's take a look here. So I do have a pending enrollment for you. I have you down for medical, dental and vision for employee plus family. Yes. Um, we're just waiting for those deductions to begin. Oh, so we can't use it right now? Correct, it is not active currently. We're just waiting for the deductions to begin. If you'd like, you can call your staffing agency and speak to them, because it looks like you enrolled on the 3rd of December, so your deductions should have, um... Yeah, should have. Oh, well, the, no, actually you were, you, you did your enrollment during out-of-foot enrollment. Mm-hmm. So your coverage should be active by the 6th. If you want to give us a call, um, on the 6th or 7th just to confirm it's active, we can go ahead and do that. Um, it's just- Okay. ... the time you enrolled, the coverage won't be active until the 6th of January. Oh, okay. So, um, so that means they can't use it today? No, sir. Okay, thank you. No problem. Thank you so much for calling Benefits- But they, they, they can go in today, right, and now, as you said, they can now put the card in for 6th? Will that work? I'm sorry. What was that? Like, if they go in now, today, like, my son should go in because he has an appointment today, in, um, in a minute. So if they go in today and they could just go see the doctor for his appointment, can it be re- can... when the card, when, when, when we get there and enrolled, can this be reverted and then add the expenses or whatever to the card? No, sir. No, you won't be able to, to be reimbursed. The coverage will begin, um, you'll be able to use it when the coverage begins. You can't use it before. Oh, okay. Okay, thank you. No problem. Thank you so much for calling. Have a great day. No worries. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_2: Hi, Pearl. My name is Christopher Okolo. How are you?

Speaker speaker_1: I'm good. How are you?

Speaker speaker_2: Not bad. Um, I just wanted to check the status of... because I tried enrolling, uh, for the benefit this year. And my son is about to go to school, so now I would like to see, um, is he, is he active now or do we pay... So how does, how does this work?

Speaker speaker_1: Okay, I can definitely... excuse me, take a look for you. What's the name of the staffing agency you work for?

Speaker speaker_2: Um, Oswald's. Oswald-Cruzeta.

Speaker speaker_1: Okay, and the last four digits of your social?

Speaker speaker_2: 0856.

Speaker speaker_1: All righty. And can you confirm your address and date of birth for me?

Speaker speaker_2: 26th of December, 1980 is my birthdate, and my pin date, and, uh, East Austin, South Road, Apartment 3-107, Andover, 01817.

Speaker speaker_1: Okay, and I ha- and I'm sorry, what's the city and state?

Speaker speaker_2: Andover, Massachusetts.

Speaker speaker_1: Okay, and I have your phone number as 978-860-6051.

Speaker speaker_2: Yeah, 6051. Yes, ma'am.

Speaker speaker_1: All righty, and I have your email address as your first name, your last name @gmail.com.

Speaker speaker_2: Gmail.com, yes, ma'am.

Speaker speaker_1: All righty, let's take a look here. So I do have a pending enrollment for you. I have you down for medical, dental and vision for employee plus family.

Speaker speaker_2: Yes.

Speaker speaker_1: Um, we're just waiting for those deductions to begin.

Speaker speaker_2: Oh, so we can't use it right now?

Speaker speaker_1: Correct, it is not active currently. We're just waiting for the deductions to begin. If you'd like, you can call your staffing agency and speak to them, because it looks like you enrolled on the 3rd of December, so your deductions should have, um...

Speaker speaker_2: Yeah, should have.

Speaker speaker_1: Oh, well, the, no, actually you were, you, you did your enrollment during out-of-foot enrollment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So your coverage should be active by the 6th. If you want to give us a call, um, on the 6th or 7th just to confirm it's active, we can go ahead and do that. Um, it's just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the time you enrolled, the coverage won't be active until the 6th of January.

Speaker speaker_2: Oh, okay. So, um, so that means they can't use it today?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling Benefits-

Speaker speaker_2: But they, they, they can go in today, right, and now, as you said, they can now put the card in for 6th? Will that work?

Speaker speaker_1: I'm sorry. What was that?

Speaker speaker_2: Like, if they go in now, today, like, my son should go in because he has an appointment today, in, um, in a minute. So if they go in today and they could just go see the doctor for his appointment, can it be re- can... when the card, when, when, when we get there and enrolled, can this be reverted and then add the expenses or whatever to the card?

Speaker speaker_1: No, sir. No, you won't be able to, to be reimbursed. The coverage will begin, um, you'll be able to use it when the coverage begins. You can't use it before.

Speaker speaker_2: Oh, okay. Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. Have a great day.

Speaker speaker_2: No worries. You too. Bye.

Speaker speaker_1: Bye-bye.