

## Transcript: Pearl

**Rojas-6667439043166208-5026812505276416**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. So who do I have the pleasure of speaking with? Hey, good morning, good morning. How are you doing today, my love? I am great, and yourself? Yes, I'm, I'm calling in to check the status of my insurance that you got. I'm sorry, you're calling to check on what? The status of my insurance that you got. Okay, what's the name of the staffing agency you work for? Hello? I'm sorry, what was that? You sound really far away. What's the name of the service that I work for? The staffing agency you work for. Oh, uh, On Track. Okay, and the last four digits of your Social? 5516. I'm sorry, what was your name? 5516. No, what is your name? Zachary Pernell. And if you can verify your address and date of birth for me. 3813 Hutchinson Circle. And the state and city? My date of birth is 8... Ma'am? The da- the city and state? Montgomery, Alabama, 361... 36108. All right, I need your date of birth. 8/5/79. Can I have your phone number as 334-801-4732? Yes. Can I have your email address as zacharypernell79@gmail.com? zacharypernell7@gmail.com. Okay, so it's just 7, it's not 79? It, I, I, I got two email accounts though, but I prefer to go to... You can go ahead and send me the 7, zacharypernell79@gmail.com. Okay. So taking a look here, your coverage isn't active yet. We haven't received any deductions. It's not active yet? Nope, you are enrolled in the dental, vision and medical for employee only, but we haven't received any deductions. So how long would that gonna take for y'all for us to pick up for the insurance? Well, normally it takes one to two weeks to process. It looks like you, um, you made some changes that were processed on the 23rd. Um, so it should take one to three for them to start, but even with your initial enrollment, they hadn't started yet. Um, I- So let's- ... says that your, it says your coverage should begin on the 5th of May, but that just depends on if your staffing agency starts those deductions. Okay, so if I have to wait after the 5th to go to the doctor? If, if they make the deduction and it becomes active on the 5th, yes, you would, the 5th you would become... Let me take a look here. On the 5th, that would be the Monday, so you'd become active on, on that Monday, um, and then going forward you'll be able to use your coverage, but it has to be, the, the deductions have to begin before that day for you to actually be able to use them. Okay, so wait till the 5th. At least. Um, on the check of... So on this payroll, if you see the deduction of \$23... no, I'm sorry, of \$5.78. No, \$23.44, that's your new plan, um, 'cause you added that medical on. So if this Friday, this paycheck, you see the deduction of \$23.44, then you'll become active on Monday, and then you can give us a call about Wednesday, Thursday and we can send you virtual cards. If you're needing to use them, if you need to use them before, so after Monday but before you receive your cards, you can give the provider's office our number and we can verify customers for you, um, and then if not, you can need, give us a call Wednesday and we can send you virtual copies. And you should receive them anyways by the end of that week. Hello? Mr. Pernell? Hello? If you can hear me, I cannot.

## Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. So who do I have the pleasure of speaking with?

Speaker speaker\_1: Hey, good morning, good morning. How are you doing today, my love?

Speaker speaker\_0: I am great, and yourself?

Speaker speaker\_1: Yes, I'm, I'm calling in to check the status of my insurance that you got.

Speaker speaker\_0: I'm sorry, you're calling to check on what?

Speaker speaker\_1: The status of my insurance that you got.

Speaker speaker\_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker\_1: Hello?

Speaker speaker\_0: I'm sorry, what was that? You sound really far away.

Speaker speaker\_1: What's the name of the service that I work for?

Speaker speaker\_0: The staffing agency you work for.

Speaker speaker\_1: Oh, uh, On Track.

Speaker speaker\_0: Okay, and the last four digits of your Social?

Speaker speaker\_1: 5516.

Speaker speaker\_0: I'm sorry, what was your name?

Speaker speaker\_1: 5516.

Speaker speaker\_0: No, what is your name?

Speaker speaker\_1: Zachary Pernell.

Speaker speaker\_0: And if you can verify your address and date of birth for me.

Speaker speaker\_1: 3813 Hutchinson Circle.

Speaker speaker\_0: And the state and city?

Speaker speaker\_1: My date of birth is 8... Ma'am?

Speaker speaker\_0: The da- the city and state?

Speaker speaker\_1: Montgomery, Alabama, 361... 36108.

Speaker speaker\_0: All right, I need your date of birth.

Speaker speaker\_1: 8/5/79.

Speaker speaker\_0: Can I have your phone number as 334-801-4732?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email address as zacharypernell79@gmail.com?

Speaker speaker\_1: Zacharypernell7@gmail.com.

Speaker speaker\_0: Okay, so it's just 7, it's not 79?

Speaker speaker\_1: It, I, I, I got two email accounts though, but I prefer to go to... You can go ahead and send me the 7, zacharypernell79@gmail.com.

Speaker speaker\_0: Okay. So taking a look here, your coverage isn't active yet. We haven't received any deductions.

Speaker speaker\_1: It's not active yet?

Speaker speaker\_0: Nope, you are enrolled in the dental, vision and medical for employee only, but we haven't received any deductions.

Speaker speaker\_1: So how long would that gonna take for y'all for us to pick up for the insurance?

Speaker speaker\_0: Well, normally it takes one to two weeks to process. It looks like you, um, you made some changes that were processed on the 23rd. Um, so it should take one to three for them to start, but even with your initial enrollment, they hadn't started yet. Um, I-

Speaker speaker\_1: So let's-

Speaker speaker\_0: ... says that your, it says your coverage should begin on the 5th of May, but that just depends on if your staffing agency starts those deductions.

Speaker speaker\_1: Okay, so if I have to wait after the 5th to go to the doctor?

Speaker speaker\_0: If, if they make the deduction and it becomes active on the 5th, yes, you would, the 5th you would become... Let me take a look here. On the 5th, that would be the Monday, so you'd become active on, on that Monday, um, and then going forward you'll be able to use your coverage, but it has to be, the, the deductions have to begin before that day for you to actually be able to use them.

Speaker speaker\_1: Okay, so wait till the 5th.

Speaker speaker\_0: At least. Um, on the check of... So on this payroll, if you see the deduction of \$23... no, I'm sorry, of \$5.78. No, \$23.44, that's your new plan, um, 'cause you added that medical on. So if this Friday, this paycheck, you see the deduction of \$23.44, then you'll become active on Monday, and then you can give us a call about Wednesday, Thursday and we can send you virtual cards. If you're needing to use them, if you need to use them before, so after Monday but before you receive your cards, you can give the provider's office our number and we can verify customers for you, um, and then if not, you can need, give us a

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