

Transcript: Pearl

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Full Transcript

Hi. Good morning 0001. This is Debit card. My name is Pearl. Who does have the pleasure of speaking with? Hey, hey, my name is Joshua Britt. I was trying to get, um, information on my de- dental insurance so I can, um, use it. Okay. What's the name of the staff agency you work for? Um, MAU. And the last four digits of your social? 6895. All righty. Give me one moment. And you said Joshua Britt, correct? Yes, ma'am. B-R- B-R-I-T-T. All righty. And if you can confirm your address and date of birth for me. Uh, 347 Luciano Trace, Hoganville, Georgia 302Z- 30230 and December 1st, 1998. All righty. And I have your phone number as 470-497-8482? Yes, ma'am. And I have your email address as cashhebritt@y- yahoo.com? Yes, ma'am. All righty. And what information are you needing? At the moment you are not active. Uh, they've been checking... They took it out my check, though. I was just... I was needing my dental though. Okay. 'Cause I don't have here you received any deductions and you're not currently active. What does it say on the deduction in your payroll? From your checks up here. Uh, it says, um, I... It says, um, it says, uh, BIC accident, BIC visit, BIC critical, BIC dental medical 125, medical 125. Okay. So what I'm gonna have you do, I'm gonna send a document request email and I'm gonna have you send in a copy of your, of, of... If you could, um, if you could send copies of your checks that we just sent, uh, maybe the last two or the, the ones showing the deductions. Yeah. It just, it seems like they just took it out this one though. They didn't take it from last week. Okay. So they just did the deductions this week? Yes, ma'am. Okay. So with that, um, w- we usually receive deduction on Monday, so that's probably what is gonna happen. If they did the deductions today, we'll probably re- we'll most likely receive on Monday. Do you get paid on, on Wednesdays or you're... You just check ... Just check the- I mean, it's, it's Friday. It's Friday, but my bank releases on... Releases it to me on Wednesday. Okay. Okay, so that's the situation. We receive che- we receive pay- premium payments on Mondays. So they would have their... Technically, they're not... They take it out on Friday. We'll receive the money and that's when you become active once we receive it. Um, when- Okay. So I can call you this week? Call you next Monday? Yes. I would, I would give you... I would say give us a call Wednesday. Um, that's when your- On this week? Yeah, that's when your virtual copies of your cards will be generated. If you call Monday, you'll probably be active, but we won't have a card to send you. Normally the virtual cards are se- are populated around Wednesday, Thursday. All right. Thank you. No problem. Thank you for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning 0001. This is Debit card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker_1: Hey, hey, my name is Joshua Britt. I was trying to get, um, information on my de- dental insurance so I can, um, use it.

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

Speaker speaker_1: Um, MAU.

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

Speaker speaker_1: 6895.

Speaker speaker_0: All righty. Give me one moment. And you said Joshua Britt, correct?

Speaker speaker_1: Yes, ma'am. B-R- B-R-I-T-T.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_1: Uh, 347 Luciano Trace, Hoganville, Georgia 302Z- 30230 and December 1st, 1998.

Speaker speaker_0: All righty. And I have your phone number as 470-497-8482?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as cashhebritt@y- yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And what information are you needing? At the moment you are not active.

Speaker speaker_1: Uh, they've been checking... They took it out my check, though. I was just... I was needing my dental though.

Speaker speaker_0: Okay. 'Cause I don't have here you received any deductions and you're not currently active. What does it say on the deduction in your payroll? From your checks up here.

Speaker speaker_1: Uh, it says, um, I... It says, um, it says, uh, BIC accident, BIC visit, BIC critical, BIC dental medical 125, medical 125.

Speaker speaker_0: Okay. So what I'm gonna have you do, I'm gonna send a document request email and I'm gonna have you send in a copy of your, of, of... If you could, um, if you could send copies of your checks that we just sent, uh, maybe the last two or the, the ones showing the deductions.

Speaker speaker_1: Yeah. It just, it seems like they just took it out this one though. They didn't take it from last week.

Speaker speaker_0: Okay. So they just did the deductions this week?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So with that, um, w- we usually receive deduction on Monday, so that's probably what is gonna happen. If they did the deductions today, we'll probably re- we'll most likely receive on Monday. Do you get paid on, on Wednesdays or you're... You just check ... Just check the-

Speaker speaker_1: I mean, it's, it's Friday. It's Friday, but my bank releases on... Releases it to me on Wednesday.

Speaker speaker_0: Okay. Okay, so that's the situation. We receive che- we receive pay-premium payments on Mondays. So they would have their... Technically, they're not... They take it out on Friday. We'll receive the money and that's when you become active once we receive it. Um, when-

Speaker speaker_1: Okay. So I can call you this week? Call you next Monday?

Speaker speaker_0: Yes. I would, I would give you... I would say give us a call Wednesday. Um, that's when your-

Speaker speaker_1: On this week?

Speaker speaker_0: Yeah, that's when your virtual copies of your cards will be generated. If you call Monday, you'll probably be active, but we won't have a card to send you. Normally the virtual cards are se- are populated around Wednesday, Thursday.

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: You too.