

Transcript: Estefania

Acevedo-5098486661693440-5203094818045952

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes. Hi, Stephanie. I started, uh, recently, w- uh, working for On Track, um, company, and they gave me this number because I signed up for, uh, a free vision and dental coverage. Mm-hmm. And I was trying to see, how do I get my card? Okay. Yeah. I can check to see if they're available and if they are, I'll just send them to you via email. Yeah. Um, what is the last four numbers of your Social? 0939. Okay. For security purposes, can you verify your address and date of birth? Yeah. It's 4940 Hickory Wood Deep, Antioch, Tennessee 37113. Date of birth, uh, October 1st, 1984. Is your phone number still 615-779-9754? Yes, ma'am. Then I have mozanic@hotmail.com. Is that okay? Yeah. Mm-hmm. All right. And the reason why you haven't gotten your card is because your staffing agency hasn't started making the first deduction yet. Once you see the first deduction from your paycheck of the \$7.28- Mm-hmm. ... the following Monday of that first deduction is when your plan become, uh, active. You are enrolled into dental, vision and behavioral health but it looks like they- Yeah. ... still haven't done the first deduction, so that's why your plan hasn't become effective yet. Or well active. I'm sorry. Okay. So should I call back next week? 'Cause I'm gonna be getting a check this week, so I should be getting a- Yes, but I- ... check? Mm-hmm. But I would check that paycheck to see if they finally deducted it. Um, because once we receive it... Once you see that first deduction and we receive it, that's when your plan- Uh-huh. ... becomes effective the following Monday. Um, but it looks like they didn't make any deduction yet so that's why your plan isn't active as of right now. Okay. Okay. All right. No problem. I will, I will talk to them and, and should be... I should find out what's going on, okay? Okay. Yes, sir. All right. Thank you, thank you. Well, I hope you have a great day. All right. You too. Bye-bye. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yes. Hi, Stephanie. I started, uh, recently, w- uh, working for On Track, um, company, and they gave me this number because I signed up for, uh, a free vision and dental coverage.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I was trying to see, how do I get my card?

Speaker speaker_0: Okay. Yeah. I can check to see if they're available and if they are, I'll just send them to you via email.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, what is the last four numbers of your Social?

Speaker speaker_1: 0939.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yeah. It's 4940 Hickory Wood Deep, Antioch, Tennessee 37113. Date of birth, uh, October 1st, 1984.

Speaker speaker_0: Is your phone number still 615-779-9754?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Then I have mozanic@hotmail.com. Is that okay?

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_0: All right. And the reason why you haven't gotten your card is because your staffing agency hasn't started making the first deduction yet. Once you see the first deduction from your paycheck of the \$7.28-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the following Monday of that first deduction is when your plan become, uh, active. You are enrolled into dental, vision and behavioral health but it looks like they-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... still haven't done the first deduction, so that's why your plan hasn't become effective yet. Or well

Speaker speaker_2: active. I'm sorry.

Speaker speaker_1: Okay. So should I call back next week? 'Cause I'm gonna be getting a check this week, so I should be getting a-

Speaker speaker_0: Yes, but I-

Speaker speaker_1: ... check?

Speaker speaker_0: Mm-hmm. But I would check that paycheck to see if they finally deducted it. Um, because once we receive it... Once you see that first deduction and we receive it, that's when your plan-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... becomes effective the following Monday. Um, but it looks like they didn't make any deduction yet so that's why your plan isn't active as of right now.

Speaker speaker_1: Okay. Okay. All right. No problem. I will, I will talk to them and, and should be... I should find out what's going on, okay?

Speaker speaker_0: Okay. Yes, sir.

Speaker speaker_1: All right. Thank you, thank you.

Speaker speaker_0: Well, I hope you have a great day.

Speaker speaker_1: All right. You too. Bye-bye. All right.