

## **Transcript: Estefania**

**Acevedo-5270240010223616-4810314288775168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hello. My name's Alanna Cunningham. I work through Crown Staffing. I called on the 3rd to set up benefits, and I never got like any type of confirmation email or anything. I was just wondering when my benefits go into effect. Okay. Yeah. I can look into your account. Um, what type of agency do you work for? Crown Staffing. And then what are the last four of your social? Um, six, nine, nine, nine. Okay. For security purposes, could you verify your address and your date of birth? Yeah. My address is 763 Derby Drive, Hopkinsville, Kentucky 42240, and my date of birth is 07/08/2000. Is your phone number still 859-553-4194? Yes, ma'am. And then I have your first name, 261217@gmail.com. Is that up to date? Yes. Okay. Let me verify real quick. Okay. So you do have active coverage, but right now for this week, you still have the plan of the MEC Tele-RS. Once you see that they did the deduction of the \$18.57, once you see that very first deduction of that amount, the following Monday is when the VIP... 'Cause it looks like... The VIP Standard and your behavioral health goes into effect. So you just gotta- Okay. ... keep a lookout for the \$18.57, um, from your paycheck. Once you see it, the following Monday is when you have active coverage. So, um, you're always welcome to call back on Monday to see if that plan has gone into effect. All right. Thank you so much. Okay? You're welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello. My name's Alanna Cunningham. I work through Crown Staffing. I called on the 3rd to set up benefits, and I never got like any type of confirmation email or anything. I was just wondering when my benefits go into effect.

Speaker speaker\_0: Okay. Yeah. I can look into your account. Um, what type of agency do you work for?

Speaker speaker\_1: Crown Staffing.

Speaker speaker\_0: And then what are the last four of your social?

Speaker speaker\_1: Um, six, nine, nine, nine.

Speaker speaker\_0: Okay. For security purposes, could you verify your address and your date of birth?

Speaker speaker\_1: Yeah. My address is 763 Derby Drive, Hopkinsville, Kentucky 42240, and my date of birth is 07/08/2000.

Speaker speaker\_0: Is your phone number still 859-553-4194?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have your first name, 261217@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let me verify real quick. Okay. So you do have active coverage, but right now for this week, you still have the plan of the MEC Tele-RS. Once you see that they did the deduction of the \$18.57, once you see that very first deduction of that amount, the following Monday is when the VIP... 'Cause it looks like... The VIP Standard and your behavioral health goes into effect. So you just gotta-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... keep a lookout for the \$18.57, um, from your paycheck. Once you see it, the following Monday is when you have active coverage. So, um, you're always welcome to call back on Monday to see if that plan has gone into effect.

Speaker speaker\_1: All right. Thank you so much.

Speaker speaker\_0: Okay? You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.