

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, my name is Serve Muaka. Okay. I'm just calling to know about the . I received the call from you, like, uh, to add my kids, my... I can see my family, uh, social name and then ID, but I did not receive some call for the . Okay. Oh, I'm having trouble hearing you. Did you say you were trying to add your family? I did already, but I never received the call . Oh, okay. Okay. Well, I can open your file to see if you became active. 'Cause typically when you become active, the following Monday, um, your coverage becomes effective. And then by that first or second week, you get your cards. But some cards, they don't send out. So let me see if those are the cards that they don't send out. That's something you would have to request, but let me see real quick. What staffing agency are you working with? Hmm, OnTrack. OnTrack? Yeah. And then what are the last four of your social? 0956. 0956? Yes, ma'am. Okay. And your first and last name? Serve Muaka. First name is Serve, S-E-R-V-E. And then last name Muaka, M-U-A-K-A. Okay, thank you. For security purposes, can you verify your address and date of birth for me? So, uh, 09... That's the birthday. 09/29/1989. And your address? And the address 2108 ... Street, South Ward 76, 108. And what, what state is it? Texas. Okay. Then I have 682-258-6918 as your phone number. Is that correct? Can you say that again, please? Um, 682-258-6918 is the phone number that I have on file. Is that still correct? Yes. Yes, ma'am. Okay, thank you. And I have your first name, last name, the number25@gmail.com. Is that correct? Okay. Yes, ma'am. Okay. So I do see that you are enrolled into dental for Employee Plus Family and then the NEC Tele-RF for Employee Plus Family, which is your preventative plan. Um, you're en- You're enrolled, but you're not active yet. They haven't done your... The first deduction from your paycheck yet. So once you see the first deduction of the 41.18 be taken out of your check, the following Monday is when your plan becomes active. And by that first or second week, you should be getting your cards. But since they haven't done the first deduction from your paycheck, you're still not active. So you just have to wait for OnTrack to deduct that money out of your check. And then that following Monday, you would become active, but they still haven't done it. Um. So, um, so you're still not active. How long does it take? Uh, do you want me to go ask them or I can ask them? Yeah, I would ask them 'cause, um, we don't have nothing to do with their payrolls. Mm-hmm. So I wouldn't know when they will do it. We just administrate their benefits. It really depends on the staffing agency of when they do the first deduction. Typically, it takes one or two weeks, but there have been cases- Okay. ... that it takes a little longer. Um, so I would- Mm-hmm. ... just ask OnTrack to see when they might do that first deduction 'cause like I said, once they do that first deduction of the \$41.18 from your paycheck, the following Monday is when the plans become effective. And by that first or second week, you get your cards. Um, but since they haven't done the first deduction, you still are not active. Um, if you're not sure if, if... Like, I

would check my pay stubs, but if you don't really know how to do that, you can just call every Monday of the week to see if you're active. Okay. But right now, you're not active. They haven't done any deduction yet. Okay. Thank you, ma'am. Okay. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name is Serve Muaka.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm just calling to know about the . I received the call from you, like, uh, to add my kids, my... I can see my family, uh, social name and then ID, but I did not receive some call for the .

Speaker speaker_0: Okay. Oh, I'm having trouble hearing you. Did you say you were trying to add your family?

Speaker speaker_1: I did already, but I never received the call .

Speaker speaker_0: Oh, okay. Okay. Well, I can open your file to see if you became active. 'Cause typically when you become active, the following Monday, um, your coverage becomes effective. And then by that first or second week, you get your cards. But some cards, they don't send out. So let me see if those are the cards that they don't send out. That's something you would have to request, but let me see real quick. What staffing agency are you working with?

Speaker speaker_1: Hmm, OnTrack.

Speaker speaker_0: OnTrack?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 0956.

Speaker speaker_0: 0956?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Serve Muaka. First name is Serve, S-E-R-V-E. And then last name Muaka, M-U-A-K-A.

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

Speaker speaker_1: So, uh, 09... That's the birthday. 09/29/1989.

Speaker speaker_0: And your address?

Speaker speaker_1: And the address 2108 ... Street, South Ward 76, 108.

Speaker speaker_0: And what, what state is it?

Speaker speaker_1: Texas.

Speaker speaker_0: Okay. Then I have 682-258-6918 as your phone number. Is that correct?

Speaker speaker_1: Can you say that again, please?

Speaker speaker_0: Um, 682-258-6918 is the phone number that I have on file. Is that still correct?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: Okay, thank you. And I have your first name, last name, the number25@gmail.com. Is that correct?

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Okay. So I do see that you are enrolled into dental for Employee Plus Family and then the NEC Tele-RF for Employee Plus Family, which is your preventative plan. Um, you're en- You're enrolled, but you're not active yet. They haven't done your... The first deduction from your paycheck yet. So once you see the first deduction of the 41.18 be taken out of your check, the following Monday is when your plan becomes active. And by that first or second week, you should be getting your cards. But since they haven't done the first deduction from your paycheck, you're still not active. So you just have to wait for OnTrack to deduct that money out of your check. And then that following Monday, you would become active, but they still haven't done it.

Speaker speaker_1: Um.

Speaker speaker_0: So, um, so you're still not active.

Speaker speaker_1: How long does it take? Uh, do you want me to go ask them or I can ask them?

Speaker speaker_0: Yeah, I would ask them 'cause, um, we don't have nothing to do with their payrolls.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I wouldn't know when they will do it. We just administrate their benefits. It really depends on the staffing agency of when they do the first deduction. Typically, it takes one or two weeks, but there have been cases-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that it takes a little longer. Um, so I would-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just ask OnTrack to see when they might do that first deduction 'cause like I said, once they do that first deduction of the \$41.18 from your paycheck, the following Monday is when the plans become effective. And by that first or second week, you get your cards. Um, but since they haven't done the first deduction, you still are not active. Um, if you're not sure if, if... Like, I would check my pay stubs, but if you don't really know how to do that, you can just call every Monday of the week to see if you're active.

Speaker speaker_1: Okay.

Speaker speaker_0: But right now, you're not active. They haven't done any deduction yet.

Speaker speaker_1: Okay. Thank you, ma'am.

Speaker speaker_0: Okay. You're welcome.