

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I am calling because I just emailed an enrollment form for... Mm-hmm. And I wanted to make sure that I did it right, or whether you had any questions. Okay. Um, did you just do it now? There is a possibility- I did. ... that I may not be able to- Okay. ... see that if you just submitted it. But I can check, um, what staffing agency- That would be wonderful. ... is it? It is OnTrack Staffing. And then what is the last four of your social? It is 4975. And your first and last name? Sanjay Cariacas. Do you want me- Okay. ... to spell it? No, I think I found it. And then for security purposes, can you verify your address and date of birth? Yup, so 2240 East Trinity Mills Road in Carrollton, and date of birth is May 17th, 1965. I have a different address on file. So since we have the old- Oh. ... address, I'm pretty sure we haven't- Well, if it- ... received it yet. Um, can you verify the previous address that we may have? If not- Well, it was, uh, 1328 Greenway Park Drive. That one? No, not that one either. Is there a Spanish Trail one? Um, I can't really tell you since it's security questions. Oh. But can you provide it entirely? Hm. Well, um, they have gotten benefits, uh, you know, Sanjay, before at 1328 Greenway Park Drive, Carrollton. So- Texas. So it's not that one. Verify the Spanish Trail one. Oh, okay. Yes. I can do that. Okay. Well, uh, let me look that up. Mm-hmm. Uh, Spanish Trail in Irving, Texas. Oh, man. Well, uh... Yeah. Okay. 1811 Spanish Trail, Irving, Texas, 75060. Okay, thank you. Then I have 945-358-3287 as your phone number. That is correct. Okay, thank you. Give me one second. Thank you so much, Stephanie. Uh, how did you submit it again? I'm sorry. Uh, I emailed it to faxing@benefitsinacard.com. Okay. Give me one second. Hopefully that's correct. Okay, thank you for your hold. I just wanted to make sure that so that I can give you the correct information. Since you just submitted it- Mm-hmm. ... I can't see what- Yes. ... you just submitted, 'cause we don't get- Oh. ... those right away. Um, I would call throughout the week to see if we have already received that information, because, um, I don't see anything yet. Is there a better way for me to submit this, Stephanie? Uh, well, you did it correctly. We just haven't received it yet, 'cause it just, it just takes a while for us to get those. Like I, I don't... That's why I believe I have your old address in here which is the 1811- Ah. ... Spanish Trail. Yes, Spanish Trail. Yeah. Mm-hmm. Oh, okay. All right. So I'll check back in, what, next week? Would that be all right? Mm, 24 to 48 hours. Oh, that's not bad. You're welcome... Okay. Yeah, you're welcome to contact us and see if we have gotten those. Honestly, maybe y- you can try by the end of the week maybe to see if we received that. Mm-hmm. But like I said, we don't really know when we get those. We'll get back- Uh- ... eventually. If you just submitted it today, I wouldn't be able to tell you when. Um, did you- No, that's okay. That's... Mm-hmm. Go ahead. Sorry. I was gonna ask you, did you want me to update your address? Did you receive an update? You know what, that would be a really good idea, because the Spanish Trail- Mm-hmm. ... was, it was totally different than... We

have an apartment now. Yeah. And... Gotcha. And they're gonna keep asking you these questions, due to- Right? ... security purposes. Uh- Yeah, of course. What, what's the new address? So, uh, it is 2240 East Trinity Mills Road. Mm-hmm. Apartment 2221. Uh-huh. And what- Carrollton, yep, Carrollton, Texas 75006. Okay, thank you. I got that in there. That was- Okay. ... 2240. Did you say West Training Mills? Oh, East, actually it's East. Close. East Training Mills Road. East Training Mills Road, Apartment J22? Yep. Carrollton, Texas 75006? Yep. You got it. All right. Um, and then like I said, you're welcome to b- be calling to see if we've received that information already because for now we don't have none of that yet. No, it- it seems like- Like I said, even your address was the old one. No. I'm really glad that you were able to give me some information to follow up on and email I would think would be a little bit better than fax, because I know how faxes can get lost. So I, that's why I wanted to call and make sure I did it correctly, in case I was wrong. Okay. Okay, and if, like, for some reason you call and let's say it's later and we still don't receive it, um, since we only have old hire dates, and let's say you wanna do... 'Cause we can do the enrollment over the phone also. But since we have- Oh. ... old hire dates from, like, 2024- You know what? Can we go ahead and do that? That's a great idea. Yeah. So we can. Um, however- Yeah. ... since we have old hire dates from bef- like 2024- Yeah. ... I'm not sure if you used to work with them before. I- We did. Whenever there's an old hire date, I have to submit a email to the main office to do a eligibility review to see if I- Okay. ... can enroll you into the benefits. I can't do that right now, right now. But I can send a- out a eligibility review email and then they'll- Yeah. ... reply to me saying, "Yes, she's eligible to enroll. You can proceed with the-" Yeah. "... enrollment." And then, um, so if you want I can go ahead and submit- Yeah. ... that email and I will be giving you a call back. Is that a good number to reach you at, 945-358-2387? Can, may I give you a different phone number please? Yes. And if you, and o- once you get that email back... Okay, yeah. So, uh, different phone number that is better, uh, is... Okay. It's 214- Mm-hmm. ... 500- Mm-hmm. ... 3160. Okay, got it. Okay. Well- Yeah. ... I'm gonna go ahead and send them that email, just- Okay. ... if you wanna be sure that you get your enrollment in and all of that- Yep. ... we can always do that over the phone, but I do have to- Okay. ... submit that email to the main office, okay? No, and that's fair. So you will be reaching out. Yeah. And it may take a day or two, and in the meantime I can... If I don't hear back, then I can call back maybe beginning of the week and ask if you got the enrollment form and go from there. That we would plan. All right. Excellent. Thank you, Stephanie. You've been so kind. You're welcome. I hope you have a great day. You too. Have a blessed day. Bye.

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: Hi, Stephanie. I am calling because I just emailed an enrollment form for...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I wanted to make sure that I did it right, or whether you had any questions.

Speaker speaker_0: Okay. Um, did you just do it now? There is a possibility-

Speaker speaker_1: I did.

Speaker speaker_0: ... that I may not be able to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... see that if you just submitted it. But I can check, um, what staffing agency-

Speaker speaker_1: That would be wonderful.

Speaker speaker_0: ... is it?

Speaker speaker_1: It is OnTrack Staffing.

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

Speaker speaker_1: It is 4975.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sanjay Cariacas. Do you want me-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to spell it?

Speaker speaker_0: No, I think I found it. And then for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yup, so 2240 East Trinity Mills Road in Carrollton, and date of birth is May 17th, 1965.

Speaker speaker_0: I have a different address on file. So since we have the old-

Speaker speaker_1: Oh.

Speaker speaker_0: ... address, I'm pretty sure we haven't-

Speaker speaker_1: Well, if it-

Speaker speaker_0: ... received it yet. Um, can you verify the previous address that we may have? If not-

Speaker speaker_1: Well, it was, uh, 1328 Greenway Park Drive. That one?

Speaker speaker_0: No, not that one either.

Speaker speaker_1: Is there a Spanish Trail one?

Speaker speaker_0: Um, I can't really tell you since it's security questions.

Speaker speaker_1: Oh.

Speaker speaker_0: But can you provide it entirely?

Speaker speaker_1: Hm. Well, um, they have gotten benefits, uh, you know, Sanjay, before at 1328 Greenway Park Drive, Carrollton.

Speaker speaker_0: So-

Speaker speaker_1: Texas.

Speaker speaker_0: So it's not that one. Verify the Spanish Trail one.

Speaker speaker_1: Oh, okay. Yes. I can do that. Okay. Well, uh, let me look that up. Mm-hmm. Uh, Spanish Trail in Irving, Texas. Oh, man. Well, uh... Yeah. Okay. 1811 Spanish Trail, Irving, Texas, 75060.

Speaker speaker_0: Okay, thank you. Then I have 945-358-3287 as your phone number.

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay, thank you. Give me one second.

Speaker speaker_1: Thank you so much, Stephanie.

Speaker speaker_0: Uh, how did you submit it again? I'm sorry.

Speaker speaker_1: Uh, I emailed it to faxing@benefitsinacard.com.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Hopefully that's correct.

Speaker speaker_0: Okay, thank you for your hold. I just wanted to make sure that so that I can give you the correct information. Since you just submitted it-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I can't see what-

Speaker speaker_1: Yes.

Speaker speaker_0: ... you just submitted, 'cause we don't get-

Speaker speaker_1: Oh.

Speaker speaker_0: ... those right away. Um, I would call throughout the week to see if we have already received that information, because, um, I don't see anything yet.

Speaker speaker_1: Is there a better way for me to submit this, Stephanie?

Speaker speaker_0: Uh, well, you did it correctly. We just haven't received it yet, 'cause it just, it just takes a while for us to get those. Like I, I don't... That's why I believe I have your old address in here which is the 1811-

Speaker speaker_1: Ah.

Speaker speaker_0: ... Spanish Trail.

Speaker speaker_1: Yes, Spanish Trail. Yeah.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. All right. So I'll check back in, what, next week? Would that be all right?

Speaker speaker_0: Mm, 24 to 48 hours.

Speaker speaker_1: Oh, that's not bad.

Speaker speaker_0: You're welcome...

Speaker speaker_2: Okay.

Speaker speaker_0: Yeah, you're welcome to contact us and see if we have gotten those. Honestly, maybe y- you can try by the end of the week maybe to see if we received that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But like I said, we don't really know when we get those. We'll get back-

Speaker speaker_1: Uh-

Speaker speaker_0: ... eventually. If you just submitted it today, I wouldn't be able to tell you when. Um, did you-

Speaker speaker_1: No, that's okay. That's... Mm-hmm. Go ahead. Sorry.

Speaker speaker_0: I was gonna ask you, did you want me to update your address? Did you receive an update?

Speaker speaker_1: You know what, that would be a really good idea, because the Spanish Trail-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... was, it was totally different than... We have an apartment now.

Speaker speaker_0: Yeah. And... Gotcha. And they're gonna keep asking you these questions, due to-

Speaker speaker_1: Right?

Speaker speaker_0: ... security purposes. Uh-

Speaker speaker_1: Yeah, of course.

Speaker speaker_0: What, what's the new address?

Speaker speaker_1: So, uh, it is 2240 East Trinity Mills Road.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Apartment 2221.

Speaker speaker_0: Uh-huh. And what-

Speaker speaker_1: Carrollton, yep, Carrollton, Texas 75006.

Speaker speaker_0: Okay, thank you. I got that in there. That was-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 2240. Did you say West Training Mills?

Speaker speaker_1: Oh, East, actually it's East. Close. East Training Mills Road.

Speaker speaker_0: East Training Mills Road, Apartment J22?

Speaker speaker_1: Yep.

Speaker speaker_0: Carrollton, Texas 75006?

Speaker speaker_1: Yep. You got it.

Speaker speaker_0: All right. Um, and then like I said, you're welcome to b- be calling to see if we've received that information already because for now we don't have none of that yet.

Speaker speaker_1: No, it- it seems like-

Speaker speaker_0: Like I said, even your address was the old one.

Speaker speaker_1: No. I'm really glad that you were able to give me some information to follow up on and email I would think would be a little bit better than fax, because I know how faxes can get lost. So I, that's why I wanted to call and make sure I did it correctly, in case I was wrong.

Speaker speaker_0: Okay. Okay, and if, like, for some reason you call and let's say it's later and we still don't receive it, um, since we only have old hire dates, and let's say you wanna do... 'Cause we can do the enrollment over the phone also. But since we have-

Speaker speaker_1: Oh.

Speaker speaker_0: ... old hire dates from, like, 2024-

Speaker speaker_1: You know what? Can we go ahead and do that? That's a great idea.

Speaker speaker_0: Yeah. So we can. Um, however-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... since we have old hire dates from bef- like 2024-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'm not sure if you used to work with them before.

Speaker speaker_1: I- We did.

Speaker speaker_0: Whenever there's an old hire date, I have to submit a email to the main office to do a eligibility review to see if I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... can enroll you into the benefits. I can't do that right now, right now. But I can send a- out a eligibility review email and then they'll-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... reply to me saying, "Yes, she's eligible to enroll. You can proceed with the-"

Speaker speaker_1: Yeah.

Speaker speaker_0: "... enrollment." And then, um, so if you want I can go ahead and submit-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that email and I will be giving you a call back. Is that a good number to reach you at, 945-358-2387?

Speaker speaker_1: Can, may I give you a different phone number please?

Speaker speaker_0: Yes.

Speaker speaker_1: And if you, and o- once you get that email back... Okay, yeah. So, uh, different phone number that is better, uh, is...

Speaker speaker_0: Okay.

Speaker speaker_1: It's 214-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 500-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 3160.

Speaker speaker_0: Okay, got it. Okay. Well-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'm gonna go ahead and send them that email, just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you wanna be sure that you get your enrollment in and all of that-

Speaker speaker_1: Yep.

Speaker speaker_0: ... we can always do that over the phone, but I do have to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... submit that email to the main office, okay?

Speaker speaker_1: No, and that's fair.

Speaker speaker_0: So you will be reaching out.

Speaker speaker_1: Yeah. And it may take a day or two, and in the meantime I can... If I don't hear back, then I can call back maybe beginning of the week and ask if you got the enrollment form and go from there.

Speaker speaker_0: That we would plan.

Speaker speaker_1: All right. Excellent. Thank you, Stephanie. You've been so kind.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: You too. Have a blessed day. Bye.