

## **Transcript: Estefania**

**Acevedo-6028851996442624-6639246708752384**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I wanted to see about getting an insurance card mailed out to the house as soon as possible. Okay. Um, what's the staffing agency that you're with? Uh, Crown Staffing in Florence. Okay. And then the last four of your social? 1038. Okay, thank you. And then what was your first- And then- ... and last name again, again? I'm sorry. Kenneth Walter. No, you're fine. Kenneth Walter. And are you able to email that by chance, as well? Yes. Or no? I am. All right, perfect. Mm-hmm. All right. I'm sorry, what was that last name again? Walter, W-A-L-T-E-R. Okay. Kenneth, right? That's me. And then can you please verify your address and date of birth for security purposes? It should be 362 Berry, number one. And then birthday is 6/19/1985. Okay. And then what was that city and state? Uh, Bellevue, Kentucky. Okay. And then I have 859-835-7665. That's your phone number? Yes, ma'am. And kcwalter30@gmail.com, is that up to date? Yeah. Okay, so I did see that you're- I I... I... Go ahead. I did see that you're right now enrolled into the MEC LRS, which is your preventative plan. However, I was gonna let you know that you're still not active. They still haven't done the first deduction from your paycheck of the \$15.67. So once they finally do that first deduction, the following Monday is when your plan becomes effective. But since the staffing agency hasn't done that yet, you're still not active. Cool. So I just kinda let them know that I need to... Okay? Yeah, 'cause we don't, we don't have access to their payroll, so I wouldn't be able to tell you when exactly they're going to do- Ah. Oh. ... the first deduction. It really just depends on Crown. 'Cause like once they do that first one, the following Monday you become active. And I believe by that Monday or Tuesday they start creating like your policy number and cards, and then by that first week, you typically get your card mailed out to you. But since you're not active yet, they haven't created a policy number nor a card. So I wouldn't be able to send you anything. So I would ask Crown when they might do that first deduction, 'cause like I said, it really just depends on the staffing agency. All right. That sounds good. I will text them and then I'll probably end up... How late are you open this evening? Okay. Okay. How- Yeah. How late are you open this evening? Um, till 8:00 PM. W- we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. All right. I will guess... Well, I'll probably end up having to give you guys a call back later on this evening then. Okay. And like I said, once you see that first deduction, the following Monday your plan becomes effective. So it doesn't start right away. It would be that following Monday. Sounds good. Thank you. You're welcome. Have a nice day.

### **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 wanted to see about getting an insurance card mailed out to the house as soon as possible.

Speaker speaker\_0: Okay. Um, what's the staffing agency that you're with?

Speaker speaker\_1: Uh, Crown Staffing in Florence.

Speaker speaker\_0: Okay. And then the last four of your social?

Speaker speaker\_1: 1038.

Speaker speaker\_0: Okay, thank you. And then what was your first-

Speaker speaker\_1: And then-

Speaker speaker\_0: ... and last name again, again? I'm sorry.

Speaker speaker\_1: Kenneth Walter. No, you're fine. Kenneth Walter. And are you able to email that by chance, as well?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Or no?

Speaker speaker\_0: I am.

Speaker speaker\_1: All right, perfect.

Speaker speaker\_0: Mm-hmm. All right. I'm sorry, what was that last name again?

Speaker speaker\_1: Walter, W-A-L-T-E-R.

Speaker speaker\_0: Okay. Kenneth, right?

Speaker speaker\_1: That's me.

Speaker speaker\_0: And then can you please verify your address and date of birth for security purposes?

Speaker speaker\_1: It should be 362 Berry, number one. And then birthday is 6/19/1985.

Speaker speaker\_0: Okay. And then what was that city and state?

Speaker speaker\_1: Uh, Bellevue, Kentucky.

Speaker speaker\_0: Okay. And then I have 859-835-7665. That's your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And kcwalter30@gmail.com, is that up to date?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so I did see that you're-

Speaker speaker\_1: I I... I... Go ahead.

Speaker speaker\_0: I did see that you're right now enrolled into the MEC LRS, which is your preventative plan. However, I was gonna let you know that you're still not active. They still haven't done the first deduction from your paycheck of the \$15.67. So once they finally do that first deduction, the following Monday is when your plan becomes effective. But since the staffing agency hasn't done that yet, you're still not active.

Speaker speaker\_1: Cool. So I just kinda let them know that I need to... Okay?

Speaker speaker\_0: Yeah, 'cause we don't, we don't have access to their payroll, so I wouldn't be able to tell you when exactly they're going to do-

Speaker speaker\_1: Ah. Oh.

Speaker speaker\_0: ... the first deduction. It really just depends on Crown. 'Cause like once they do that first one, the following Monday you become active. And I believe by that Monday or Tuesday they start creating like your policy number and cards, and then by that first week, you typically get your card mailed out to you. But since you're not active yet, they haven't created a policy number nor a card. So I wouldn't be able to send you anything. So I would ask Crown when they might do that first deduction, 'cause like I said, it really just depends on the staffing agency.

Speaker speaker\_1: All right. That sounds good. I will text them and then I'll probably end up... How late are you open this evening?

Speaker speaker\_0: Okay. Okay.

Speaker speaker\_1: How-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: How late are you open this evening?

Speaker speaker\_0: Um, till 8:00 PM. W- we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker\_1: All right. I will guess... Well, I'll probably end up having to give you guys a call back later on this evening then.

Speaker speaker\_0: Okay. And like I said, once you see that first deduction, the following Monday your plan becomes effective. So it doesn't start right away. It would be that following Monday.

Speaker speaker\_1: Sounds good. Thank you.

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