

Transcript: Estefania

Acevedo-6136026924236800-5060445444947968

Full Transcript

Hello? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes, I'm trying to find, uh, um, w- if the, um... what is offered for the benefits- Okay, what's- ... maybe, you know, David Wayne Johnson II. What's, what's the name of your staffing agency? Um... The, um... Hello? Hello? Hello? I'm here. I'm sorry. I had... Uh, I was trying to hear. The name of the staffing agency. Mm-hmm. Um, hold on, ma'am. Okay. What is it? Hello? It's, uh, called ADEPT. ADEPT HR. ADEPT HR. Do you do that, ma'am? Go ahead. Yeah. Yes. You said Adapt HR? Okay, and then what are the last, um, four numbers of your Social? 5589. And your first and last name? David Wayne Johnson II. Are you there? And then that was 5589? The, uh, last four of the Social Security is 5589. 55-14. 254- 89. 55-14. 5514. I'm sorry. Oh. It's okay. Oh, okay, so it's for somebody else, right? So since it's somebody else's account, I do need verbal consent from him, since the call is being recorded, to get him to sign for you to see. Ma'am, he's m- He's right here listening to you. I got my, um, my ID number is 878036. No, I don't, I don't need the ID number. I just need verbal consent from you to allow us to give him information. Oh, I'm sorry. This is me. I was coming in here getting clothes on. Yeah, that's me. It's okay. Okay. I just need consent because the call is being recorded. Um... Definitely the call. So, can you please verify your address and date of birth for me for security purposes? 902 Carroll Street, Savannah, Georgia 314-31415. Um, what you want? David Johnson. Uh, and your birthday? You know, uh, January 12, 1994. Thank you. And then I have 912-803-8560 as your phone number? Uh-huh. Davidjohnson2324@gmail.com, is that up to date? Yes, ma'am. Okay, so it looks like right now you have a pending enrollment that's gonna be effective next week for, let's see, for your dental and your VIP Standard, which is your medical plan. Yeah. You get a weekly deduction of \$21.30. So you're still not active this week. You become active on Monday, so that means you should be getting your card probably by the end of the week, which is Friday, or probably by this next week, which is the 23rd. Um, if you need a physical medical card for your VIP Standard, they normally don't email that ou-... I'm sorry, they don't physically send it out. So if you do want a physical card for your VIP Standard, you're welcome to give us a call next week and to put in a request for it. Um, but for sure you should be getting your dental card first, and then once we request it a little bit later, you should be getting your medical. All right. But you're not active yet. You have to wait til next Monday, okay? You said next Sunday? Mon- Next Monday. Oh, sh- On the 12th. That's fine. Okay. All right, so do I, do I have to pay anything right now? I'm sorry, can you say that again? I said do I have to pay anything right now? No, these are weekly deductions straight out of your check. Um, so it looks like you already experienced the first deduction for you to become active Monday. Oh, okay. So they already took it out? Oh, my God. Correct. Mm-hmm. So once you see the first deduction, which they did, you become active the following Monday. So they must have taken it out

sometime this week, uh, whenever you get paid. So they deducted it already for you to become active on Monday. Um, and I was gonna tell you that if you have an appointment coming up and you're still waiting on your cards, you can just call this number and we can email them to you electronically while you wait on the physical ones. They- They just sent a team to my house? Uh, so you would actually have to be the one to call us, because we don't just send them out. You would have to call and then we would have to go through this process with verifying your identity and stuff. Well, here's their team. All right. Thank you, ma'am. I got you. Okay, and then just remember that for your medical- I didn't hear what she said. ... if you do want a physical, you have to request it, okay? Okay, so I have insurance now? Monday. Monday you do. Monday, okay. Not right now, but starting Monday. All right, thank you. Okay. Thank you. Mm-hmm. No problem. All right. Thank you, ma'am. Thank you. Have a nice day. Bye-bye. Bye. All right, you see?

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Um, yes, I'm trying to find, uh, um, w- if the, um... what is offered for the benefits-

Speaker speaker_1: Okay, what's-

Speaker speaker_0: ... maybe, you know, David Wayne Johnson II.

Speaker speaker_1: What's, what's the name of your staffing agency?

Speaker speaker_0: Um... The, um...

Speaker speaker_2: Hello? Hello? Hello?

Speaker speaker_0: I'm here. I'm sorry. I had... Uh, I was trying to hear.

Speaker speaker_2: The name of the staffing agency.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, hold on, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_3: What is it?

Speaker speaker_0: Hello? It's, uh, called ADEPT.

Speaker speaker_3: ADEPT HR.

Speaker speaker_0: ADEPT HR. Do you do that, ma'am?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yes. You said Adapt HR? Okay, and then what are the last, um, four numbers of your Social?

Speaker speaker_0: 5589.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: David Wayne Johnson II.

Speaker speaker_3: Are you there?

Speaker speaker_1: And then that was 5589?

Speaker speaker_0: The, uh, last four of the Social Security is 5589.

Speaker speaker_3: 55-14.

Speaker speaker_0: 254-

Speaker speaker_3: 89. 55-14.

Speaker speaker_0: 5514. I'm sorry.

Speaker speaker_3: Oh.

Speaker speaker_1: It's okay. Oh, okay, so it's for somebody else, right? So since it's somebody else's account, I do need verbal consent from him, since the call is being recorded, to get him to sign for you to see.

Speaker speaker_0: Ma'am, he's m- He's right here listening to you.

Speaker speaker_3: I got my, um, my ID number is 878036.

Speaker speaker_1: No, I don't, I don't need the ID number. I just need verbal consent from you to allow us to give him information.

Speaker speaker_3: Oh, I'm sorry. This is me. I was coming in here getting clothes on. Yeah, that's me.

Speaker speaker_1: It's okay. Okay. I just need consent because the call is being recorded. Um...

Speaker speaker_3: Definitely the call.

Speaker speaker_1: So, can you please verify your address and date of birth for me for security purposes?

Speaker speaker_3: 902 Carroll Street, Savannah, Georgia 314-31415. Um, what you want? David Johnson.

Speaker speaker_1: Uh, and your birthday?

Speaker speaker_3: You know, uh, January 12, 1994.

Speaker speaker_1: Thank you. And then I have 912-803-8560 as your phone number?

Speaker speaker_3: Uh-huh.

Speaker speaker_1: Davidjohnson2324@gmail.com, is that up to date?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay, so it looks like right now you have a pending enrollment that's gonna be effective next week for, let's see, for your dental and your VIP Standard, which is your medical plan.

Speaker speaker_3: Yeah.

Speaker speaker_1: You get a weekly deduction of \$21.30. So you're still not active this week. You become active on Monday, so that means you should be getting your card probably by the end of the week, which is Friday, or probably by this next week, which is the 23rd. Um, if you need a physical medical card for your VIP Standard, they normally don't email that out... I'm sorry, they don't physically send it out. So if you do want a physical card for your VIP Standard, you're welcome to give us a call next week and to put in a request for it. Um, but for sure you should be getting your dental card first, and then once we request it a little bit later, you should be getting your medical.

Speaker speaker_3: All right.

Speaker speaker_1: But you're not active yet. You have to wait til next Monday, okay?

Speaker speaker_3: You said next Sunday?

Speaker speaker_2: Mon-

Speaker speaker_1: Next Monday.

Speaker speaker_3: Oh, sh-

Speaker speaker_1: On the 12th.

Speaker speaker_0: That's fine. Okay.

Speaker speaker_3: All right, so do I, do I have to pay anything right now?

Speaker speaker_1: I'm sorry, can you say that again?

Speaker speaker_3: I said do I have to pay anything right now?

Speaker speaker_1: No, these are weekly deductions straight out of your check. Um, so it looks like you already experienced the first deduction for you to become active Monday.

Speaker speaker_3: Oh, okay. So they already took it out?

Speaker speaker_2: Oh, my God.

Speaker speaker_1: Correct. Mm-hmm. So once you see the first deduction, which they did, you become active the following Monday. So they must have taken it out sometime this week, uh, whenever you get paid. So they deducted it already for you to become active on Monday. Um, and I was gonna tell you that if you have an appointment coming up and you're still waiting on your cards, you can just call this number and we can email them to you electronically while you wait on the physical ones. They-

Speaker speaker_3: They just sent a team to my house?

Speaker speaker_1: Uh, so you would actually have to be the one to call us, because we don't just send them out. You would have to call and then we would have to go through this process with verifying your identity and stuff.

Speaker speaker_3: Well, here's their team. All right. Thank you, ma'am. I got you.

Speaker speaker_1: Okay, and then just remember that for your medical-

Speaker speaker_3: I didn't hear what she said.

Speaker speaker_1: ... if you do want a physical, you have to request it, okay?

Speaker speaker_3: Okay, so I have insurance now?

Speaker speaker_1: Monday. Monday you do.

Speaker speaker_3: Monday, okay.

Speaker speaker_1: Not right now, but starting Monday.

Speaker speaker_3: All right, thank you. Okay.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm. No problem.

Speaker speaker_3: All right. Thank you, ma'am.

Speaker speaker_1: Thank you. Have a nice day.

Speaker speaker_3: Bye-bye.

Speaker speaker_2: Bye.

Speaker speaker_3: All right, you see?