

## **Transcript: Estefania**

**Acevedo-6290982682017792-4604385800536064**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Oh, how you doing, Stephanie? My name is Carlos. I was calling to see how long does it take to, uh, get a card? Uh, my benefits, they started on- Um. ... the 24th. Okay. Um, I can check. Typically, once you see the first deduction the following Monday, you just become active and typically, probably by that first or second week- Yeah. ... we should send it to you. Um, but can I get in your file real quick 'cause I do have to open it? Okay. Um, what staffing agency do you work for? On Track. And then what are the last four of your Social? 9052. And what was your first and last name? You said Carlos. What was the last name? Carlos Car- Thomas. It's spelled C-A-R-L-O-U-S. Okay. Thank you. For security purposes, could you verify address and date of birth? 1651 East Albee, Memphis, Tennessee 38114. Date of birth, 05/29/1976. Is 901-409-9330 your phone number? Yes, ma'am. And I have, um, your first name, the letter H, M at yahoo.com. Is that up to date? Yes, ma'am. Yes, ma'am. Okay. So I'm looking in your file and it looks like you're still not active. They were... We were supposed to receive a deduction from your staffing agency this week, but we didn't. So therefore, you didn't become active yet. We're still waiting on receiving that first deduction from them. Once y- you see that they finally deducted the \$2.15 out of your paycheck, the following Monday of that very first deduction is when your plan becomes effective. And typically by that Thursday or Friday of the first week or second is when you receive your vision card. But you're still not active. We're still waiting for them to start making the first deduction from your paycheck. So I would be looking at your pay stubs to see when they finally make that first one. 'Cause once they make the first deduction, the following Monday of that deduction is when your plan becomes effective. Okay. Thank you. You're welcome. Did you have any other questions? No, ma'am. That was it. All right. Well, I hope you have a great weekend. Have a nice day. All right. You too. 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: Oh, how you doing, Stephanie? My name is Carlos. I was calling to see how long does it take to, uh, get a card? Uh, my benefits, they started on-

Speaker speaker\_0: Um.

Speaker speaker\_1: ... the 24th.

Speaker speaker\_0: Okay. Um, I can check. Typically, once you see the first deduction the following Monday, you just become active and typically, probably by that first or second week-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... we should send it to you. Um, but can I get in your file real quick 'cause I do have to open it?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, what staffing agency do you work for?

Speaker speaker\_1: On Track.

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

Speaker speaker\_1: 9052.

Speaker speaker\_0: And what was your first and last name? You said Carlos. What was the last name?

Speaker speaker\_1: Carlos Car- Thomas. It's spelled C-A-R-L-O-U-S.

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

Speaker speaker\_1: 1651 East Albee, Memphis, Tennessee 38114. Date of birth, 05/29/1976.

Speaker speaker\_0: Is 901-409-9330 your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have, um, your first name, the letter H, M at yahoo.com. Is that up to date?

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_0: Okay. So I'm looking in your file and it looks like you're still not active. They were... We were supposed to receive a deduction from your staffing agency this week, but we didn't. So therefore, you didn't become active yet. We're still waiting on receiving that first deduction from them. Once y- you see that they finally deducted the \$2.15 out of your paycheck, the following Monday of that very first deduction is when your plan becomes effective. And typically by that Thursday or Friday of the first week or second is when you receive your vision card. But you're still not active. We're still waiting for them to start making the first deduction from your paycheck. So I would be looking at your pay stubs to see when they finally make that first one. 'Cause once they make the first deduction, the following Monday of that deduction is when your plan becomes effective.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Did you have any other questions?

Speaker speaker\_1: No, ma'am. That was it.

Speaker speaker\_0: All right. Well, I hope you have a great weekend. Have a nice day.

Speaker speaker\_1: All right. You too. Bye.