

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. How can I help you? Yes, ma'am. This is Leigh, I know I called back a while ago. Yes, ma'am. I wanted to call that number and it wouldn't, uh, let me go through. Is it the one that ends in 3290 or 3287? 3287. Okay. I would also... I could... If you want, I can transfer you to 32901 and see if they answer, because for those particular questions you would need to speak to these two ladies. Oh, okay. Yes, ma'am. Well, one of them said that she wasn't at her desk. This other one was 3387, it wouldn't let me go through. Okay. But... Um, would you like me to- Can I ask you something before you do that? Yes, ma'am. Uh, um, I was going to ask you how this works. Like, if I sign up for these, then will I get a card or how, uh...? Yeah. So, so you really have to really just wait for your staffing agency to start doing the first deduction. Once you see the very first deduction come out of your pay- paycheck, the following Monday of that deduction is when you would have active coverage. Um, but your plans do have a effective date. But for you to have active coverage, they would start, they would have to begin to start doing the deductions out of your paycheck. Okay. So then they send cards? Yes, ma'am. So once you see the very first deduction out of your paycheck, that first week of your activation week, either by that Thursday or Friday, you should be getting your cards. So let's say you signed, you signed up for dental and vision, so you should be getting a dental card and a vision card that first week of your activation week. But it, you really just have to really wait for your staffing agency to start doing those deductions. All right. Since they're weekly deductions from your paycheck. Okay. Uh, now if you, if you don't care, can you transfer me over there? Okay, yeah. What was the first number that you tried so that I don't lead you around? Well, I tried 936-3290 and it said she was away from her desk, but... Okay. The other one I didn't go through. Gotcha. Okay, give me one second. Let me connect you there.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. How can I help you?

Speaker speaker_2: Yes, ma'am. This is Leigh, I know I called back a while ago.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I wanted to call that number and it wouldn't, uh, let me go through.

Speaker speaker_1: Is it the one that ends in 3290 or 3287?

Speaker speaker_2: 3287.

Speaker speaker_1: Okay. I would also... I could... If you want, I can transfer you to 32901 and see if they answer, because for those particular questions you would need to speak to these two ladies.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Well, one of them said that she wasn't at her desk. This other one was 3387, it wouldn't let me go through.

Speaker speaker_1: Okay.

Speaker speaker_2: But...

Speaker speaker_1: Um, would you like me to-

Speaker speaker_2: Can I ask you something before you do that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Uh, um, I was going to ask you how this works. Like, if I sign up for these, then will I get a card or how, uh...?

Speaker speaker_1: Yeah. So, so you really have to really just wait for your staffing agency to start doing the first deduction. Once you see the very first deduction come out of your paycheck, the following Monday of that deduction is when you would have active coverage. Um, but your plans do have a effective date. But for you to have active coverage, they would start, they would have to begin to start doing the deductions out of your paycheck.

Speaker speaker_2: Okay. So then they send cards?

Speaker speaker_1: Yes, ma'am. So once you see the very first deduction out of your paycheck, that first week of your activation week, either by that Thursday or Friday, you should be getting your cards. So let's say you signed, you signed up for dental and vision, so you should be getting a dental card and a vision card that first week of your activation week. But it, you really just have to really wait for your staffing agency to start doing those deductions.

Speaker speaker_2: All right.

Speaker speaker_1: Since they're weekly deductions from your paycheck.

Speaker speaker_2: Okay. Uh, now if you, if you don't care, can you transfer me over there?

Speaker speaker_1: Okay, yeah. What was the first number that you tried so that I don't lead you around?

Speaker speaker_2: Well, I tried 936-3290 and it said she was away from her desk, but...

Speaker speaker_1: Okay.

Speaker speaker_2: The other one I didn't go through.

Speaker speaker_1: Gotcha. Okay, give me one second. Let me connect you there.