

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes. I, um, I, I paid my, uh, payments and I still haven't received the card yet. Okay. What staffing company do you work with? Uh, Surge. And the last four of your Social? 7374. And the last name? Manson. M-A-N-S-O-N. Christopher Manson? Yes. To make sure I located the correct account, please verify your mailing address for me and date of birth. Uh, well, I, I wanna know which a- address you have down there because I told them to send it to, uh, uh, 1123, uh, P- PO Box 1123, Mansfield, Ohio 44901. So that's actually not the address that we have on file. Maybe it's your old address or your home address? No, what they have is... What address they put down is the address I told them not to put down and that's because I live inside a campground, but we can't receive mail here. So the address that they probably gave you is 5248 Township Road, Mount Gilead, Ohio, uh, 43338. All right. And then it should be switched over to that PO Box 1123? Yes. City, Mason, Ohio 44901. Huh? Yes. I was just verifying with you, the city is Mason, Ohio 43338. Mansfield. Ma- Mansfield, Ohio. Mansfield. And that zip code was correct? The 44901? Yes. All right, let me update that for you. And then I have your best phone number to contact you at 419-312-0403. Yes. And we have your email, two of them. The first one being last name.Kris0726@gmail and then Kris.Lastname0925@gmail.com. Either one does... Uh, I usually most... Well, go ahead and use the, uh, the Kris, Kris one. The Kris... Well, hold on. No, wait. Hold on, hold on. No, because I- It's okay. Remember, I can't get into that email. Yeah. Uh, let's go with the Kris.Manson0925@gmail.com. Understood. Let's see what the status of this account is. So Mr. Manson, your payment has not been received yet, so your policy's not active. That's the reason why you still have not seen any benefit card come your way. When you see the first deduction on the paycheck of the total 48.95, following Monday of that paycheck is gonna be when your policy's gonna be active. And that same week of activation, Friday, will be when they send out the benefit cards through the mail. Okay. Well, they just took a payment out of my check this week. And the- And when you- And the first time I've had a paycheck. So you're saying that aside from today, you also got deducted for benefits last week? Not for last week, but the other job I worked at, the benefits got taken out of my paycheck and then my pay... And then it got taken out of my paycheck this week. So if you got it deducted this week, that would mean that next week on Monday will be when they're gonna send that over to us. That will be when your benefit becomes active. In regards to the other one that you're saying, was that with this current assignment or with an old assignment that they took the first paycheck? Uh, that was with a different assignment. Okay. So with that one, we wouldn't be able to assist with in regards to what happened with that payment. Okay. That, that, that's fine. But i- it taken out this, this paycheck though, so, so you're saying next week is whenever they'll send out my card? Yes, sir. If you need them sooner, I would recommend calling next week

Wednesday or Thursday. That's usually when we have access to the digital copies of those benefit cards so that we can send them to you while you wait for the hard copies to get there. Okay. All right, thank you. Of course. Was there anything else I can assist you with today? No, that's it. All right. I hope you have a wonderful rest of your day and thank you for your time today. Yep. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes. I, um, I, I paid my, uh, payments and I still haven't received the card yet.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7374.

Speaker speaker_0: And the last name?

Speaker speaker_1: Manson. M-A-N-S-O-N.

Speaker speaker_0: Christopher Manson?

Speaker speaker_1: Yes.

Speaker speaker_0: To make sure I located the correct account, please verify your mailing address for me and date of birth.

Speaker speaker_1: Uh, well, I, I wanna know which a- address you have down there because I told them to send it to, uh, uh, 1123, uh, P- PO Box 1123, Mansfield, Ohio 44901.

Speaker speaker_0: So that's actually not the address that we have on file. Maybe it's your old address or your home address?

Speaker speaker_1: No, what they have is... What address they put down is the address I told them not to put down and that's because I live inside a campground, but we can't receive mail here. So the address that they probably gave you is 5248 Township Road, Mount Gilead, Ohio, uh, 43338.

Speaker speaker_0: All right. And then it should be switched over to that PO Box 1123?

Speaker speaker_1: Yes.

Speaker speaker_0: City, Mason, Ohio 44901.

Speaker speaker_1: Huh?

Speaker speaker_0: Yes. I was just verifying with you, the city is Mason, Ohio 43338.

Speaker speaker_1: Mansfield. Ma- Mansfield, Ohio.

Speaker speaker_0: Mansfield. And that zip code was correct? The 44901?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, let me update that for you. And then I have your best phone number to contact you at 419-312-0403.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email, two of them. The first one being last name.Kris0726@gmail and then Kris.Lastname0925@gmail.com.

Speaker speaker_1: Either one does... Uh, I usually most... Well, go ahead and use the, uh, the Kris, Kris one. The Kris... Well, hold on. No, wait. Hold on, hold on. No, because I-

Speaker speaker_0: It's okay.

Speaker speaker_1: Remember, I can't get into that email.

Speaker speaker_0: Yeah.

Speaker speaker_1: Uh, let's go with the Kris.Manson0925@gmail.com.

Speaker speaker_0: Understood. Let's see what the status of this account is. So Mr. Manson, your payment has not been received yet, so your policy's not active. That's the reason why you still have not seen any benefit card come your way. When you see the first deduction on the paycheck of the total 48.95, following Monday of that paycheck is gonna be when your policy's gonna be active. And that same week of activation, Friday, will be when they send out the benefit cards through the mail.

Speaker speaker_1: Okay. Well, they just took a payment out of my check this week. And the-

Speaker speaker_0: And when you-

Speaker speaker_1: And the first time I've had a paycheck.

Speaker speaker_0: So you're saying that aside from today, you also got deducted for benefits last week?

Speaker speaker_1: Not for last week, but the other job I worked at, the benefits got taken out of my paycheck and then my pay... And then it got taken out of my paycheck this week.

Speaker speaker_0: So if you got it deducted this week, that would mean that next week on Monday will be when they're gonna send that over to us. That will be when your benefit becomes active. In regards to the other one that you're saying, was that with this current assignment or with an old assignment that they took the first paycheck?

Speaker speaker_1: Uh, that was with a different assignment.

Speaker speaker_0: Okay. So with that one, we wouldn't be able to assist with in regards to what happened with that payment.

Speaker speaker_1: Okay. That, that, that's fine. But i- it tooke out this, this paycheck though, so, so you're saying next week is whenever they'll send out my card?

Speaker speaker_0: Yes, sir. If you need them sooner, I would recommend calling next week Wednesday or Thursday. That's usually when we have access to the digital copies of those benefit cards so that we can send them to you while you wait for the hard copies to get there.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: Yep. Bye-bye.

Speaker speaker_0: Bye-bye.