

## **Transcript: Francesca**

**Baez-4801372945858560-4779080052326400**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Retirement. And this is Francesca, how can I assist you today? Hello, Francesca. Um, I'm calling because, um, so I don't... I'm paying for the benefits through my employer and I haven't gotten any information on my benefits like card number blah, blah, blah. So I really needed to get that info and my employer gave me your number. So I don't know what you need from me. What staffing company do you work with? Do you work with? PRC. What are the last four of the social? Uh, 7703. Diana Sanchez. And the last name? Sanchez. Please verify your mailing address and your date of birth to make sure I have the right account. It should be 570 Water Willow Way, Blythewood, Maryland. Maryland, I'm sorry, South Carolina 29016 and my date of birth is June 8th, 1993. We have this phone number to reach you down as 803-351-5212? Yes, ma'am. We have your email down as designandmediabyliz@gmail.com? Yes, ma'am. Now the reason why you haven't received anything is 'cause we haven't received payment to activate your coverage. You're not active yet. You got it, it was charged out of my paycheck this week? I'm sorry? It was charged out of my paycheck this week? Yes, ma'am. So if benefits were taken out this week, your benefits wouldn't be active this week. Coverage becomes active Monday following of the deduction. So it won't be active if you miss Monday's- So I'm sorry, what is it? The Monday following the deduction? Okay. Yeah, see they didn't have that information to tell me. So I needed to... So it was actually on the form that you filled down November 14th, 2024 for when we enrolled you. Okay. They have that information in that form. Yeah. See they don't, they don't tell me all that stuff so... And you know, filling up 10,000 forms at once you're not looking at every detail. Yes, ma'am. I understand. I was just letting you know that the information was provided maybe someone didn't specifically say it to you. No, I know. I, I re-asked my, um, my coordinator, they didn't have any clues so that's why, that's why I'm calling them. I've... Believe me this is the last thing I want to be doing right now. I apologize was there anything else I can help you with? Uh, no so I don't get... There's no member number or nothing yet right? No, ma'am because the carrier haven't received payment, we haven't received it either. Okay. So the way with deductions that work is the following. We don't have access to your paycheck only your staffing company does. So they do take- Mm-hmm. ... the payment out prior to providing you your paycheck but we don't receive it till Monday following that deduction. Okay. And when we receive it, is also when your carrier receives it. Okay. Okay. That's all I wanted to know. Thank you so much I appreciate it. Of course it was my pleasure hope you have a wonderful rest of your day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Retirement. And this is Francesca, how can I assist you today?

Speaker speaker\_2: Hello, Francesca. Um, I'm calling because, um, so I don't... I'm paying for the benefits through my employer and I haven't gotten any information on my benefits like card number blah, blah, blah. So I really needed to get that info and my employer gave me your number. So I don't know what you need from me.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Do you work with? PRC.

Speaker speaker\_1: What are the last four of the social?

Speaker speaker\_2: Uh, 7703. Diana Sanchez.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Sanchez.

Speaker speaker\_1: Please verify your mailing address and your date of birth to make sure I have the right account.

Speaker speaker\_2: It should be 570 Water Willow Way, Blythewood, Maryland. Maryland, I'm sorry, South Carolina 29016 and my date of birth is June 8th, 1993.

Speaker speaker\_1: We have this phone number to reach you down as 803-351-5212?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: We have your email down as designandmediabyliz@gmail.com?

Speaker speaker\_2: Yes, ma'am. Now the reason why you haven't received anything is 'cause we haven't received payment to activate your coverage. You're not active yet. You got it, it was charged out of my paycheck this week?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: It was charged out of my paycheck this week?

Speaker speaker\_1: Yes, ma'am. So if benefits were taken out this week, your benefits wouldn't be active this week. Coverage becomes active Monday following of the deduction. So it won't be active if you miss Monday's-

Speaker speaker\_2: So I'm sorry, what is it? The Monday following the deduction? Okay. Yeah, see they didn't have that information to tell me. So I needed to...

Speaker speaker\_1: So it was actually on the form that you filled down November 14th, 2024 for when we enrolled you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: They have that information in that form.

Speaker speaker\_2: Yeah. See they don't, they don't tell me all that stuff so... And you know, filling up 10,000 forms at once you're not looking at every detail.

Speaker speaker\_1: Yes, ma'am. I understand. I was just letting you know that the information was provided maybe someone didn't specifically say it to you.

Speaker speaker\_2: No, I know. I, I re-asked my, um, my coordinator, they didn't have any clues so that's why, that's why I'm calling them. I've... Believe me this is the last thing I want to be doing right now.

Speaker speaker\_1: I apologize was there anything else I can help you with?

Speaker speaker\_2: Uh, no so I don't get... There's no member number or nothing yet right?

Speaker speaker\_1: No, ma'am because the carrier haven't received payment, we haven't received it either.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So the way with deductions that work is the following. We don't have access to your paycheck only your staffing company does. So they do take-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... the payment out prior to providing you your paycheck but we don't receive it till Monday following that deduction.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And when we receive it, is also when your carrier receives it.

Speaker speaker\_2: Okay. Okay. That's all I wanted to know. Thank you so much I appreciate it.

Speaker speaker\_1: Of course it was my pleasure hope you have a wonderful rest of your day.

Speaker speaker\_2: You too. Bye-bye.