

Transcript: Franchesca

Baez-4981553789845504-5476514410971136

Full Transcript

Thank you for calling Benefit 10 Accredit. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Amelia. I was trying to see if my insurance coverage is active, and how do I find out? Sure thing. I can take a look for you in my system. What staffing company do you work with? Nor Staffing Agency. Can I have the last four of your Social and your last name? Last name is Johnson. It's 8685... Could you please verify your mailing address and your date of birth to make sure I located the correct account? 81592, 6509 Algar Street, Philadelphia, PA 19135. I have the fax phone number to reach you, same as the one you called on. Yeah. 2-777-6845, with the email of your first- All right. ...

name_lastname@yahoo.com. Mm-hmm. So we have not received a payment for the activation as of yet, Miss Johnson. Do you have access to seeing your paychecks? I do, and they take it off every time. That's what I'm confused about. So you have seen the three individual deductions totaling to \$31.51 on your paycheck? Um, so it's weekly, right? Yes, ma'am. Um... Hold on, let me find it. Hold on. Um, let me see. It's 31-something for the month, right? Per week. It's 31 per week? Yes, ma'am. Yes. Do you want to make sure of that? The, the one that says, that she says Med-EE, right? Uh, no, ma'am. What does it show up as? So that Med-EE is the federal income tax deduction that everyone gets taken out. Okay, yeah. It will either have initials of IMA or BIC on them when they make the deduction for your benefits. IMA or BIC? Yes, ma'am. Interesting. I don't see that on here. Hold on. 'Cause they haven't made the deduction yet, ma'am. So that means I didn't get the insurance? Oh, Lord. No, Miss Johnson. I don't want this. It just means that they haven't taken the money out of it yet, 'cause you are enrolled. You're missing- Well, it's been over... It's been over a month. I understand. We don't have access to your paycheck, unfortunately, only your staffing company does. No, no, no, you're, you're fine. But it's, it's, um, it's ridiculous, because it's been over, you know, a month. So it's like, you know, um, wh- what... Oh, okay. Um... If you like, I can ask at the office to look into it and make sure that everything is okay, and we're just waiting on that payment. Um, but as I said- Yeah. ... making- Could you do that for me, please? Sure thing, ma'am. It will take 24 to 48 hours for me to get a response. Okay, thank you. You're welcome. Was there anything else we can assist you with today? No, that's all. Bye. Have a great day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10 Accredit. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Amelia. I was trying to see if my insurance coverage is active, and how do I find out?

Speaker speaker_0: Sure thing. I can take a look for you in my system. What staffing company do you work with?

Speaker speaker_1: Nor Staffing Agency.

Speaker speaker_0: Can I have the last four of your Social and your last name?

Speaker speaker_1: Last name is Johnson. It's 8685...

Speaker speaker_0: Could you please verify your mailing address and your date of birth to make sure I located the correct account?

Speaker speaker_1: 81592, 6509 Algar Street, Philadelphia, PA 19135.

Speaker speaker_0: I have the fax phone number to reach you, same as the one you called on.

Speaker speaker_1: Yeah.

Speaker speaker_0: 2-777-6845, with the email of your first-

Speaker speaker_1: All right.

Speaker speaker_0: ... name_lastname@yahoo.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So we have not received a payment for the activation as of yet, Miss Johnson. Do you have access to seeing your paychecks?

Speaker speaker_1: I do, and they take it off every time. That's what I'm confused about.

Speaker speaker_0: So you have seen the three individual deductions totaling to \$31.51 on your paycheck?

Speaker speaker_1: Um, so it's weekly, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um... Hold on, let me find it. Hold on. Um, let me see. It's 31-something for the month, right?

Speaker speaker_0: Per week.

Speaker speaker_1: It's 31 per week?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Yes.

Speaker speaker_0: Do you want to

Speaker speaker_3: make sure of that?

Speaker speaker_1: The, the, the one that says, that she says Med-EE, right?

Speaker speaker_0: Uh, no, ma'am.

Speaker speaker_1: What does it show up as?

Speaker speaker_0: So that Med-EE is the federal income tax deduction that everyone gets taken out.

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: It will either have initials of IMA or BIC on them when they make the deduction for your benefits.

Speaker speaker_1: IMA or BIC?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Interesting. I don't see that on here. Hold on.

Speaker speaker_0: 'Cause they haven't made the deduction yet, ma'am.

Speaker speaker_1: So that means I didn't get the insurance? Oh, Lord.

Speaker speaker_0: No, Miss Johnson.

Speaker speaker_1: I don't want this.

Speaker speaker_0: It just means that they haven't taken the money out of it yet, 'cause you are enrolled. You're missing-

Speaker speaker_1: Well, it's been over... It's been over a month.

Speaker speaker_0: I understand. We don't have access to your paycheck, unfortunately, only your staffing company does.

Speaker speaker_1: No, no, no, you're, you're fine. But it's, it's, um, it's ridiculous, because it's been over, you know, a month. So it's like, you know, um, wh- what...

Speaker speaker_0: Oh, okay.

Speaker speaker_1: Um...

Speaker speaker_0: If you like, I can ask at the office to look into it and make sure that everything is okay, and we're just waiting on that payment. Um, but as I said-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... making-

Speaker speaker_1: Could you do that for me, please?

Speaker speaker_0: Sure thing, ma'am. It will take 24 to 48 hours for me to get a response.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's all. Bye. Have a great day.

Speaker speaker_0: Thank you.

Speaker speaker_1: You too.