

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, I'm trying to see if I filled out my benefits, um, correctly or not. What staffing company do you work with? I work for WorkSource... WorkSource. What are the last four of your Social? 3597. And the last name? Earp. Please verify your mailing address and date of birth. Uh, my mailing address is 8782 10 Magazine, Arkansas. And what other thing you need? Can I have the full mailing address, ma'am? Yeah, it's 8782 East State Highway 10 Magazine, Arkansas. And your date of birth? 11/06/93. We have the best phone number to contact, 7... I mean, 479-849-6790. Yes, ma'am. And we have your email down as first and last name, nine three at gmail.com. Yes, ma'am. Did you make a recent enrollment or are you testing about the one from the forms from September 10th? Uh, I... Yeah, I just started working. Okay. I understand that ma'am, but your question when you started the call was to make sure that you filled out your benefits correctly. So my question is still the same. Do you mean from that form that you filled out back in September 10th or was there a recently form or some point that you filled that out recently? No, it'd been the one from September. Okay. Yes, ma'am. It shows that you selected a vision VIPPro dental... Medical VIPPro, sorry, critical illness and all of them are for yourself and family. We're just waiting on the activation payment for the benefits to get activated. Okay. And how long does that normally take? Average time is one to two weeks. Fortunately, due to the fact that your staffing companies are the ones that made those deductions, I'm not sure why we have not received it yet. Okay. Well, this would... This week would be my actual like first paycheck that I've gotten through them, so. Okay. So that would explain it. Um, so this will be your first paycheck this week. If you don't see it on this week, I will advise to wait one to two more weeks to see if you will see it then. Okay. But it does show that the total deduction you're supposed to be seeing will be \$146.14 per paycheck. Now is that going to be, uh, per each week or a month? Each week, ma'am, these are weekly benefits so they get deducted per paycheck. Now, if you were a biweekly paycheck then that will be double that amount biweekly being taken out. Okay. All right. And then- Okay. Thank you. Of course. Um, and then before I let you go, I did want to let you know your personal enrollment period which is basically the timeframe that you have to make any changes in the policies, the ending of it is going to be January 12. Okay. I shouldn't need to make any changes or anything to it. Understood. And then for future references, anything that has to do with your insurance, um, it could be even trying to locate a doctor, anything insurance-related in general, you can give a call to this number, we'll be able to assist you. And then anything that has to do with your job itself, that will be with your staffing company, okay? Okay. Thank you. Of course, my pleasure. I hope you have a wonderful rest of your day and thank you for your time today.

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I'm trying to see if I filled out my benefits, um, correctly or not.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: I work for WorkSource... WorkSource.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 3597.

Speaker speaker_1: And the last name?

Speaker speaker_2: Earp.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: Uh, my mailing address is 8782 10 Magazine, Arkansas. And what other thing you need?

Speaker speaker_1: Can I have the full mailing address, ma'am?

Speaker speaker_2: Yeah, it's 8782 East State Highway 10 Magazine, Arkansas.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/06/93.

Speaker speaker_1: We have the best phone number to contact, 7... I mean, 479-849-6790.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And we have your email down as first and last name, nine three at gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Did you make a recent enrollment or are you testing about the one from the forms from September 10th?

Speaker speaker_2: Uh, I... Yeah, I just started working.

Speaker speaker_1: Okay. I understand that ma'am, but your question when you started the call was to make sure that you filled out your benefits correctly. So my question is still the same. Do you mean from that form that you filled out back in September 10th or was there a recently form or some point that you filled that out recently?

Speaker speaker_2: No, it'd been the one from September.

Speaker speaker_1: Okay. Yes, ma'am. It shows that you selected a vision VIPPro dental... Medical VIPPro, sorry, critical illness and all of them are for yourself and family. We're just waiting on the activation payment for the benefits to get activated.

Speaker speaker_2: Okay. And how long does that normally take?

Speaker speaker_1: Average time is one to two weeks. Fortunately, due to the fact that your staffing companies are the ones that made those deductions, I'm not sure why we have not received it yet.

Speaker speaker_2: Okay. Well, this would... This week would be my actual like first paycheck that I've gotten through them, so.

Speaker speaker_1: Okay. So that would explain it. Um, so this will be your first paycheck this week. If you don't see it on this week, I will advise to wait one to two more weeks to see if you will see it then.

Speaker speaker_2: Okay.

Speaker speaker_1: But it does show that the total deduction you're supposed to be seeing will be \$146.14 per paycheck.

Speaker speaker_2: Now is that going to be, uh, per each week or a month?

Speaker speaker_1: Each week, ma'am, these are weekly benefits so they get deducted per paycheck. Now, if you were a biweekly paycheck then that will be double that amount biweekly being taken out.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then-

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Of course. Um, and then before I let you go, I did want to let you know your personal enrollment period which is basically the timeframe that you have to make any changes in the policies, the ending of it is going to be January 12.

Speaker speaker_2: Okay. I shouldn't need to make any changes or anything to it.

Speaker speaker_1: Understood. And then for future references, anything that has to do with your insurance, um, it could be even trying to locate a doctor, anything insurance-related in general, you can give a call to this number, we'll be able to assist you. And then anything that has to do with your job itself, that will be with your staffing company, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Of course, my pleasure. I hope you have a wonderful rest of your day and thank you for your time today.