

## **Transcript: Francesca**

**Baez-6540033776992256-5997459500744704**

### **Full Transcript**

Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today? Um, yes, um, I was calling to see, um, to check on my benefits through MAU because I had did and when they, you know, like, had me do all that online stuff. And I was just wondering about the, the, um, like, eye, eye exam, the eye doctor card to get your eyeglasses. Do y'all mail that out or what? We do not. The carriers would be the ones that mail them out. I can provide you with a digital copy and send it to your email if you like. Yeah, 'cause the, uh, yeah, the MAU, MAU lady did say that. So, your email and I can just, like, take it to the eye doctor to get my prescription glasses and show it to him? Yes, ma'am. What are the last four of your Social? 8467. And the last name? Brooks, Robin Brooks. Okay, bear with me one moment. Okay. All right. Can you verify your mailing address and your date of birth for me, please, to make sure I located the right account? Okay. It's 3434 Lawrence Road, Apartment 724, Greenville South, Carolina 29607. And my birthdate, 3/10/72. I have Beth's contact number, same as the one you're calling me on ending in 0839. Right. And then I have your email down as honda.accord07@yahoo.com. Right. Okay. So I see why they haven't sent them out. So they have not sent out your benefit cards because your coverage hasn't been activated yet. We're waiting on the activation payment to be deducted. So how long will that take? We don't have access to your paycheck, um, unfortunately, only the staffing company does. Oh. Uh-huh. It should usually take one to two weeks within the timeframe that it is processed. However, there are a couple of factors on their end that could hinder their system from not being able to take the deduction. Um, the specific reason why yours wasn't taken out, unfortunately, we do not have that answer. Okay. So I would need to talk to MAU? I mean, you can if you like. I'm not sure if that would make the process faster. Um, I do, however, know that once you see the very first deduction, following Monday will be when those coverages become effective, and Friday of that week is when the carrier send out the benefit cards. Okay. So for the benefits you selected, your deduction is going to be \$15.12 per paycheck. Right. So I just have to wait til they start taking out before you can email me? Yes, ma'am. Okay. All right. Was there anything else? All right, that's all I needed to know. That, that was all. Oh, good. Thank you. Well, I hope you have a wonderful rest of your day. My pleasure. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today?

Speaker speaker\_1: Um, yes, um, I was calling to see, um, to check on my benefits through MAU because I had did and when they, you know, like, had me do all that online stuff. And I was just wondering about the, the, um, like, eye, eye exam, the eye doctor card to get your eyeglasses. Do y'all mail that out or what?

Speaker speaker\_0: We do not. The carriers would be the ones that mail them out. I can provide you with a digital copy and send it to your email if you like.

Speaker speaker\_1: Yeah, 'cause the, uh, yeah, the MAU, MAU lady did say that. So, your email and I can just, like, take it to the eye doctor to get my prescription glasses and show it to him?

Speaker speaker\_0: Yes, ma'am. What are the last four of your Social?

Speaker speaker\_1: 8467.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Brooks, Robin Brooks.

Speaker speaker\_0: Okay, bear with me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Can you verify your mailing address and your date of birth for me, please, to make sure I located the right account?

Speaker speaker\_1: Okay. It's 3434 Lawrence Road, Apartment 724, Greenville South, Carolina 29607. And my birthdate, 3/10/72.

Speaker speaker\_0: I have Beth's contact number, same as the one you're calling me on ending in O839.

Speaker speaker\_1: Right.

Speaker speaker\_0: And then I have your email down as honda.accord07@yahoo.com.

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. So I see why they haven't sent them out. So they have not sent out your benefit cards because your coverage hasn't been activated yet. We're waiting on the activation payment to be deducted.

Speaker speaker\_1: So how long will that take?

Speaker speaker\_0: We don't have access to your paycheck, um, unfortunately, only the staffing company does.

Speaker speaker\_1: Oh. Uh-huh.

Speaker speaker\_0: It should usually take one to two weeks within the timeframe that it is processed. However, there are a couple of factors on their end that could hinder their system from not being able to take the deduction. Um, the specific reason why yours wasn't taken out,

unfortunately, we do not have that answer.

Speaker speaker\_1: Okay. So I would need to talk to MAU?

Speaker speaker\_0: I mean, you can if you like. I'm not sure if that would make the process faster. Um, I do, however, know that once you see the very first deduction, following Monday will be when those coverages become effective, and Friday of that week is when the carrier send out the benefit cards.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So for the benefits you selected, your deduction is going to be \$15.12 per paycheck.

Speaker speaker\_1: Right. So I just have to wait til they start taking out before you can email me?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Was there anything else?

Speaker speaker\_1: All right, that's all I needed to know. That, that was all.

Speaker speaker\_0: Oh, good.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Well, I hope you have a wonderful rest of your day. My pleasure.

Speaker speaker\_1: You too. Bye-bye.