

## **Transcript: Justin**

**Mills-5030681502859264-5668412339830784**

### **Full Transcript**

Thank you for calling \*\*\*\*\*. This is Justin, how can I be of assistance today? Hi, Justin. I'm calling because I'm working with TRC Staffing, and I remember setting up benefits whenever I got initially hired, but I'm trying to see- Mm-hmm. ... how to access the website and how to actually see the benefits. Um, yeah, let me check on that. What's the staffing agency you work for? TRC. And the last four of your Social? 6353. All right. And what was your first and last name again? I'm sorry. Takaya Phillips. Oh, okay. And for security purposes, could you verify your home address, including city, state and zip code, Takaya? Yes. It's 734 English Oaks Drive, Hinesville, Georgia 31313. And your date of birth? May 25th, 2000. And a good telephone number. It has 301-917-4921? Yes. And the email, it has takayaphillips24 at gmail? Yes. Okay, so let's see here. Um, now what website are you on? Um, the link they sent me, let me pull it up. It says mydiac.com/trcstaffing. Okay. So this... Yeah, yeah. And it's asking for like a user ID, and I don't know. Okay. When you're onto the portal, are you clicking member login or enroll/decline coverage? Um, so this is the link they sent me. Let me try to actually log into the portal 'cause I think this was sent to my number. Okay. 'Cause for some reason, um, eh, whenever people click member login, they're not able to log in that way. Uh, but if you click enroll/decline coverage, you'll be able to log into the portal that way and see all of your benefits. Okay. Let me see one second. Um, but also, looking at my calendar, it looks like we're still waiting for TRC Staffing to send over deductions on you. So, that may be another reason why you're not able to access the portal, as well. Okay. Yeah. That may be why. Do you know how long it takes about? Um, I do know once deductions are usually taken off the check, you usually become active the Monday we receive it from TRC Staffing, so the following Monday. Oh, yeah. Okay. All righty. I'll wait then. I'll wait. Okay. Um, well, is there anything else that I can assist you with today, Takaya? No. That was all. Thank you. You're welcome. You have a great weekend, okay? You as well.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling \*\*\*\*\*. This is Justin, how can I be of assistance today?

Speaker speaker\_1: Hi, Justin. I'm calling because I'm working with TRC Staffing, and I remember setting up benefits whenever I got initially hired, but I'm trying to see-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... how to access the website and how to actually see the benefits.

Speaker speaker\_0: Um, yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker\_1: TRC.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 6353.

Speaker speaker\_0: All right. And what was your first and last name again? I'm sorry.

Speaker speaker\_1: Takaya Phillips.

Speaker speaker\_0: Oh, okay. And for security purposes, could you verify your home address, including city, state and zip code, Takaya?

Speaker speaker\_1: Yes. It's 734 English Oaks Drive, Hinesville, Georgia 31313.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: May 25th, 2000.

Speaker speaker\_0: And a good telephone number. It has 301-917-4921?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email, it has takayaphillips24 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. Um, now what website are you on?

Speaker speaker\_1: Um, the link they sent me, let me pull it up. It says mydiac.com/trcstaffing.

Speaker speaker\_0: Okay. So this... Yeah, yeah.

Speaker speaker\_1: And it's asking for like a user ID, and I don't know.

Speaker speaker\_0: Okay. When you're onto the portal, are you clicking member login or enroll/decline coverage?

Speaker speaker\_1: Um, so this is the link they sent me. Let me try to actually log into the portal 'cause I think this was sent to my number.

Speaker speaker\_0: Okay. 'Cause for some reason, um, eh, whenever people click member login, they're not able to log in that way. Uh, but if you click enroll/decline coverage, you'll be able to log into the portal that way and see all of your benefits.

Speaker speaker\_1: Okay. Let me see one second.

Speaker speaker\_0: Um, but also, looking at my calendar, it looks like we're still waiting for TRC Staffing to send over deductions on you. So, that may be another reason why you're not able to access the portal, as well.

Speaker speaker\_1: Okay. Yeah. That may be why. Do you know how long it takes about?

Speaker speaker\_0: Um, I do know once deductions are usually taken off the check, you usually become active the Monday we receive it from TRC Staffing, so the following Monday.

Speaker speaker\_1: Oh, yeah. Okay. All righty. I'll wait then. I'll wait.

Speaker speaker\_0: Okay. Um, well, is there anything else that I can assist you with today, Takaya?

Speaker speaker\_1: No. That was all. Thank you.

Speaker speaker\_0: You're welcome. You have a great weekend, okay?

Speaker speaker\_1: You as well.