

Transcript: Justin

Mills-5287155708248064-5407392378175488

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes, um, uh, a couple of weeks ago, I, I called and asked for, uh, I wanted to see the policy that we, uh, covered by, um, Staff1. I'm sorry, what was that again? The, uh, policy, uh, uh, that we pay, uh, \$7 for, uh, this month, um, I never received the, uh, policy. Uh- Yeah, let me check on that. Okay. So WorkSmart Staffing, what's the last four of your social? Um, um, 60, um, 63, 1603. Um, 6353. So WorkSmart is 6653 or 6353? 6353. Okay. And your first and last name? Arlen Testman. Uh, you said Arlen? Arlen, it's A-R-L-Y-N. And then your last name? Uh, Testman, T-E-S-T-M-A-N. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Yes, um, 930 Old Airport Road, Greenville, South Carolina 29607. And your date of birth? Uh, it'd be the 4th, 30, 79. And a good telephone number have as 864-912-4729? That's correct, yes. And the email have as lovetestman2000@Yahoo? That's correct, yes. Yeah. Okay, so looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like WorkSmart should be making deductions here soon for you to become active around next week. So that's probably why you haven't received the policy just yet. Well, um, then I hope it's more than 30 days. It's been on there now almost 60 days now. Um, so it's 30 days after your first paycheck is when they automatically enroll. Um, so like I said- Okay. ... you're in a pending request sent for enrollment, so they should be making deductions here this week for you to become active around next week. Uh, will we receive a card or a policy showing what we're covered for? Correct, in the mail, yes, sir. Once you become active- Got it. ... with a coverage, you receive policy information and physical ID cards within seven to 10 business days. All right then. Thank you very much. You're welcome, you have a great day, okay? Great. Bye-bye. Yes, sir. How you doing?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Yes, um, uh, a couple of weeks ago, I, I called and asked for, uh, I wanted to see the policy that we, uh, covered by, um, Staff1.

Speaker speaker_0: I'm sorry, what was that again?

Speaker speaker_1: The, uh, policy, uh, uh, that we pay, uh, \$7 for, uh, this month, um, I never received the, uh, policy. Uh-

Speaker speaker_0: Yeah, let me check on that.

Speaker speaker_1: Okay.

Speaker speaker_0: So WorkSmart Staffing, what's the last four of your social?

Speaker speaker_1: Um, um, 60, um, 63, 1603. Um, 6353.

Speaker speaker_0: So WorkSmart is 6653 or 6353?

Speaker speaker_1: 6353.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Arlen Testman.

Speaker speaker_0: Uh, you said Arlen?

Speaker speaker_1: Arlen, it's A-R-L-Y-N.

Speaker speaker_0: And then your last name?

Speaker speaker_1: Uh, Testman, T-E-S-T-M-A-N.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Yes, um, 930 Old Airport Road, Greenville, South Carolina 29607.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, it'd be the 4th, 30, 79.

Speaker speaker_0: And a good telephone number have as 864-912-4729?

Speaker speaker_1: That's correct, yes.

Speaker speaker_0: And the email have as lovetestman2000@Yahoo?

Speaker speaker_1: That's correct, yes. Yeah.

Speaker speaker_0: Okay, so looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like WorkSmart should be making deductions here soon for you to become active around next week. So that's probably why you haven't received the policy just yet.

Speaker speaker_1: Well, um, then I hope it's more than 30 days. It's been on there now almost 60 days now.

Speaker speaker_0: Um, so it's 30 days after your first paycheck is when they automatically enroll. Um, so like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you're in a pending request sent for enrollment, so they should be making deductions here this week for you to become active around next week.

Speaker speaker_1: Uh, will we receive a card or a policy showing what we're covered for?

Speaker speaker_0: Correct, in the mail, yes, sir. Once you become active-

Speaker speaker_1: Got it.

Speaker speaker_0: ... with a coverage, you receive policy information and physical ID cards within seven to 10 business days.

Speaker speaker_1: All right then. Thank you very much.

Speaker speaker_0: You're welcome, you have a great day, okay?

Speaker speaker_1: Great. Bye-bye. Yes, sir. How you doing?