Transcript: Justin Mills-5645746653052928-5668615286112256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 Card. This is Justin. How can I help you today? Uh, I was calling to see, could I apply for my benefits yesterday? I was getting them processed. Um, if you applied for benefits yesterday, pending enrollments take one to two weeks to go through. Um, but I can verify that when I pull your file. What's the staffing agency you work for? Terra Staffing, or Verstella. So, um, and the last four of your Social? 5334. And what was your first and last name? Jason Gardea Leija. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Jason? 605 East Story Street, Avondale, Arizona 85323. And your date of birth? 07/19/1996. And a good telephone number, have us 480-335-8965? Yes. And the email, have us jasonleija15 at gmail? Yes. Okay, so looking at the file, it looks like you do have future coverage. Um, so future coverage, it will take one to two weeks to go through, and then whenever you witness your first payroll deduction of the $46.59 come off your paycheck, coverage begins the Monday we receive that deduction from Terra. So you're still in a billing-So- ... enrollment process. So, say I get paid this week and it comes out, it'll start on Monday? Uh, let's see. For example, yes. Um, say if you got paid this week and deductions did occur and they did send over deductions to us, you would become active on the Monday. But, like I said, you've just enrolled yesterday, so pending enrollments take one to two weeks to go through. So if anything, you're looking towards the end of December, beginning of January. Okay. Okay, ... Is there anything else I can help you out with today, Jason? No, that'll be it. Thank you. You're welcome. You have a great day, okay? Thank you. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10 Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, I was calling to see, could I apply for my benefits yesterday? I was getting them processed.

Speaker speaker_1: Um, if you applied for benefits yesterday, pending enrollments take one to two weeks to go through. Um, but I can verify that when I pull your file. What's the staffing agency you work for?

Speaker speaker_2: Terra Staffing, or Verstella.

Speaker speaker_1: So, um, and the last four of your Social?

Speaker speaker_2: 5334.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Jason Gardea Leija.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Jason?

Speaker speaker_2: 605 East Story Street, Avondale, Arizona 85323.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 07/19/1996.

Speaker speaker_1: And a good telephone number, have us 480-335-8965?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email, have us jasonleija15 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you do have future coverage. Um, so future coverage, it will take one to two weeks to go through, and then whenever you witness your first payroll deduction of the $46.59 come off your paycheck, coverage begins the Monday we receive that deduction from Terra. So you're still in a billing-

Speaker speaker_2: So-

Speaker speaker_1: ... enrollment process.

Speaker speaker_2: So, say I get paid this week and it comes out, it'll start on Monday?

Speaker speaker_1: Uh, let's see. For example, yes. Um, say if you got paid this week and deductions did occur and they did send over deductions to us, you would become active on the Monday. But, like I said, you've just enrolled yesterday, so pending enrollments take one to two weeks to go through. So if anything, you're looking towards the end of December, beginning of January.

Speaker speaker_2: Okay. Okay, ...

Speaker speaker_1: Is there anything else I can help you out with today, Jason?

Speaker speaker_2: No, that'll be it. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.