

Transcript: Malcolm

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Full Transcript

Yes, hello, Benefits and the Card. This is Malcolm. How can I help you? Hi, my name's Rebecca Cardenas. I'm calling to see how I can get my, um- Okay. ... my plan ID cards. I don't have- Okay. ... access to them online. What staffing company do you work for, ma'am? I'm sorry? What staffing company do you work for? Oxford Global Resources. Last four of your Social? Eight, three, three, three. You said eight, three, three, three? Yes. And what was your last name? Cardenas. All right. For security purposes, can you verify your address and date of birth for me? 36 Whitehall Terrace, Hooksett, New Hampshire 03106. My date of birth is October 9, 1986. Thank you. So I got your phone number as 603-724-4333? Yes. And your email is rebeccalastname@gmail.com? RebeccaLCardenas@gmail.com, yes. Yeah. So it looks like you're still waiting for your first deduction for Miss Rebecca. Yes. I, um, I enrolled on March 6th and I don't see any deductions in my pay and I don't have access to any ID cards. So I'm wondering what the, what the holdup is. So y- I will reach out to Oxford 'cause they're responsible for making sure those deductions happen. I will also reach out to my back office and see why no deductions have been taken yet. Okay. But, uh, until your coverage becomes active, there wouldn't be any ID card information or anything like that. Okay. So I'm looking it up. So I'm looking on here. It looks like the hire date was 3/21 is what they got dated for with Oxford. Yep. So maybe that's why no deductions been taken yet, because it, they didn't start processing their enrollment until that date. Okay. Yeah, my first day was 3/10. I started work on 3/10. Okay. That's the hire date. So the enrollment does take one to two weeks. Which would have been last week. So- Right. So I'm going to reach out to my back office and I recommend you reach out to Oxford Global directly as well to see why no deductions were taken. Okay. But from our end, it doesn't look, it looks like we're still just waiting for that first deduction to happen. Okay. All right. Thank you for the information. I appreciate it. No problem, Miss Rebecca. Was there anything else I could help you with today? Nope. That's it. Thank you for your help. No problem. Thanks for calling Benefits and the Card. I hope you have a great rest of your week. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Yes, hello, Benefits and the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, my name's Rebecca Cardenas. I'm calling to see how I can get my, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... my plan ID cards. I don't have-

Speaker speaker_0: Okay.

Speaker speaker_1: ... access to them online.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Oxford Global Resources.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: Eight, three, three, three.

Speaker speaker_0: You said eight, three, three, three?

Speaker speaker_1: Yes.

Speaker speaker_0: And what was your last name?

Speaker speaker_1: Cardenas.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 36 Whitehall Terrace, Hooksett, New Hampshire 03106. My date of birth is October 9, 1986.

Speaker speaker_0: Thank you. So I got your phone number as 603-724-4333?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is rebeccalastname@gmail.com?

Speaker speaker_1: RebeccaLCardenas@gmail.com, yes.

Speaker speaker_0: Yeah. So it looks like you're still waiting for your first deduction for Miss Rebecca.

Speaker speaker_1: Yes. I, um, I enrolled on March 6th and I don't see any deductions in my pay and I don't have access to any ID cards. So I'm wondering what the, what the holdup is.

Speaker speaker_0: So y- I will reach out to Oxford 'cause they're responsible for making sure those deductions happen. I will also reach out to my back office and see why no deductions have been taken yet.

Speaker speaker_1: Okay.

Speaker speaker_0: But, uh, until your coverage becomes active, there wouldn't be any ID card information or anything like that.

Speaker speaker_1: Okay.

Speaker speaker_0: So I'm looking it up. So I'm looking on here. It looks like the hire date was 3/21 is what they got dated for with Oxford.

Speaker speaker_1: Yep.

Speaker speaker_0: So maybe that's why no deductions been taken yet, because it, they didn't start processing their enrollment until that date.

Speaker speaker_1: Okay. Yeah, my first day was 3/10. I started work on 3/10. Okay.

Speaker speaker_0: That's the hire date. So the enrollment does take one to two weeks.

Speaker speaker_1: Which would have been last week. So-

Speaker speaker_0: Right. So I'm going to reach out to my back office and I recommend you reach out to Oxford Global directly as well to see why no deductions were taken.

Speaker speaker_1: Okay.

Speaker speaker_0: But from our end, it doesn't look, it looks like we're still just waiting for that first deduction to happen.

Speaker speaker_1: Okay. All right. Thank you for the information. I appreciate it.

Speaker speaker_0: No problem, Miss Rebecca. Was there anything else I could help you with today?

Speaker speaker_1: Nope. That's it. Thank you for your help.

Speaker speaker_0: No problem. Thanks for calling Benefits and the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.