

Transcript: Malcolm

Nash-5971696240869376-5058584784453632

Full Transcript

... can I help you? Yes, hi. Uh, my name is Myra Santiago and I was given this number so that I could call regarding my benefits. What staffing company do you work for? For Wagner Staffing. What's the last four of your social? 3351. You said 3351? 3351, yes. And what was your first name? Myra. Are you a brand new hire? Yes. So I'm gonna have to add you in the system. Were you wanting to get enrolled in coverage or you just wanted information? Well, I enrolled, um, on, like, I, I enrolled the first day I started there and that was, like, on the third. Hmm. So You said 3-5-5... 7-0-2-8-3-0. I see. You said 355-702-830? Correct. And his date of birth? February 12, 1982. He lives... Hello? Yes, ma'am. I was just running some information. Oh, okay. The enrollment process does take one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date. Okay. Um, so why did, did it not activate when I did it through the computer? Do you know? I wouldn't be able to see it. You weren't showing up in the system, so I'm not sure if they processed it or not. Okay. And, and you said it was gonna take two weeks, right, for it to be active? One, one, one to two weeks for the enrollment process, but it solely depends on when Wagner actually makes that deduction from your paycheck. Typically, it takes one to two weeks, but it can take longer depending on whenever they make those deductions happen. Okay. Sounds good then. All right. Well, was there anything else I could help you with today, Miss Myra? Oh, is, is there like a website where I can see the information? Uh... you want, you mean like the coverage that you got enrolled into? Yes. I can send you the benefits guide. Okay, yes. If you don't mind, please. No problem. You want me to send it to myloop52@... to hotmail.com? Yes, please. All right. Give me one moment. I can get that sent to you right now. All right. I just sent that benefits guide to your email. Okay. Thank you. No problem, Miss Myra. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Thanks. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: ... can I help you?

Speaker speaker_1: Yes, hi. Uh, my name is Myra Santiago and I was given this number so that I could call regarding my benefits.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: For Wagner Staffing.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 3351.

Speaker speaker_0: You said 3351?

Speaker speaker_1: 3351, yes.

Speaker speaker_0: And what was your first name?

Speaker speaker_1: Myra.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: So I'm gonna have to add you in the system. Were you wanting to get enrolled in coverage or you just wanted information?

Speaker speaker_1: Well, I enrolled, um, on, like, I, I enrolled the first day I started there and that was, like, on the third.

Speaker speaker_0: Hmm.

Speaker speaker_1: So

Speaker speaker_2: You said 3-5-5...

Speaker speaker_3: 7-0-2-8-3-0.

Speaker speaker_2: I see. You said 355-702-830?

Speaker speaker_3: Correct.

Speaker speaker_2: And his date of birth?

Speaker speaker_3: February 12, 1982.

Speaker speaker_2: He lives...

Speaker speaker_3: Hello?

Speaker speaker_2: Yes, ma'am. I was just running some information.

Speaker speaker_3: Oh, okay.

Speaker speaker_2: The enrollment process does take one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date.

Speaker speaker_3: Okay. Um, so why did, did it not activate when I did it through the computer? Do you know?

Speaker speaker_2: I wouldn't be able to see it. You weren't showing up in the system, so I'm not sure if they processed it or not.

Speaker speaker_3: Okay. And, and you said it was gonna take two weeks, right, for it to be active?

Speaker speaker_2: One, one, one to two weeks for the enrollment process, but it solely depends on when Wagner actually makes that deduction from your paycheck. Typically, it takes one to two weeks, but it can take longer depending on whenever they make those deductions happen.

Speaker speaker_3: Okay. Sounds good then.

Speaker speaker_2: All right. Well, was there anything else I could help you with today, Miss Myra?

Speaker speaker_3: Oh, is, is there like a website where I can see the information?

Speaker speaker_2: Uh... you want, you mean like the coverage that you got enrolled into?

Speaker speaker_3: Yes.

Speaker speaker_2: I can send you the benefits guide.

Speaker speaker_3: Okay, yes. If you don't mind, please.

Speaker speaker_2: No problem. You want me to send it to myloop52@... to hotmail.com?

Speaker speaker_3: Yes, please.

Speaker speaker_2: All right. Give me one moment. I can get that sent to you right now. All right. I just sent that benefits guide to your email.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_2: No problem, Miss Myra. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_3: All right. Thanks. You too. Bye.

Speaker speaker_2: Thank you. Bye.