

Transcript: Malcolm

Nash-6682132414119936-4671432200208384

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Yes, my name is Crystal Solovo. I need to, I guess, order a replacement card. All right. What's the last company you worked for? Um, Spartan Light Metals. I'm gonna need the staffing company you went through to get that job. Um, Innovative Staff Solutions. Thank you. What's the last four social? Uh, 0855. First name? Crystal, K-R-Y-S-T-A-L. For security purposes, can you verify your address and date of birth for me? Uh, it is 270 Bryden Avenue in Virgins, Illinois and it's 1890. You see we got your phone number, it's 1-879-06446. Yes. And your email is burge- burgesssk90@gmail.com? Yes. Yeah. So, it's not showing that you have active coverage, ma'am. Well, she said that after my first check I got my pay stub last Wednesday and it's being taken out. Hmm. It's not showing us you haven't, you haven't had any coverage on our... It doesn't show any coverage since 11/25/24. And it doesn't show any pending requests either. Well, it's being taken out of my check. So, uh, at this... so what I'm gonna have to do, I'm gonna have to send you an email with the requested document. You're gonna have to send us proof of those deductions happening because on our end it's not showing any... that you have any type of coverage. Okay. Right, so is that email that I just sent, the burgesssk90@gmail.com a good email to send it to you? Yes. So what you want to do, you're going to send us pictures of your pay stub where you're seeing the deductions happen 'cause on our end it's not showing that you're enrolled in anything. All right. Well, I just took a screenshot, so whenever you email it to me. All right. You can check your email. It should be from my info@benefitsinacard.com. Can you confirm that you've received the email ma'am? Yes, I got it. I'm getting right... I am sending my pay stub now. Right. So, we, we don't handle that on our end. It will be handled on the... by the back office. So once they're able to review it then I will give you a call back with an update. Okay. Well, it was sent. All right. So... Please give a... please allow 24 to 48 hours for a review then once I hear back from them I'll give you a call back, Ms. Crystal. All right. Thank you. No problem. You have a great day. Thank you, you too. Take care.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yes, my name is Crystal Solovo. I need to, I guess, order a replacement card.

Speaker speaker_0: All right. What's the last company you worked for?

Speaker speaker_1: Um, Spartan Light Metals.

Speaker speaker_0: I'm gonna need the staffing company you went through to get that job.

Speaker speaker_1: Um, Innovative Staff Solutions.

Speaker speaker_0: Thank you. What's the last four social?

Speaker speaker_1: Uh, 0855.

Speaker speaker_0: First name?

Speaker speaker_1: Crystal, K-R-Y-S-T-A-L.

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

Speaker speaker_1: Uh, it is 270 Bryden Avenue in Virgins, Illinois and it's 1890.

Speaker speaker_0: You see we got your phone number, it's 1-879-06446.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is burge- burgesssk90@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. So, it's not showing that you have active coverage, ma'am.

Speaker speaker_1: Well, she said that after my first check I got my pay stub last Wednesday and it's being taken out.

Speaker speaker_0: Hmm. It's not showing us you haven't, you haven't had any coverage on our... It doesn't show any coverage since 11/25/24. And it doesn't show any pending requests either.

Speaker speaker_1: Well, it's being taken out of my check.

Speaker speaker_0: So, uh, at this... so what I'm gonna have to do, I'm gonna have to send you an email with the requested document. You're gonna have to send us proof of those deductions happening because on our end it's not showing any... that you have any type of coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Right, so is that email that I just sent, the burgesssk90@gmail.com a good email to send it to you?

Speaker speaker_1: Yes.

Speaker speaker_0: So what you want to do, you're going to send us pictures of your pay stub where you're seeing the deductions happen 'cause on our end it's not showing that you're enrolled in anything.

Speaker speaker_1: All right. Well, I just took a screenshot, so whenever you email it to me.

Speaker speaker_0: All right. You can check your email. It should be from my info@benefitsinacard.com. Can you confirm that you've received the email ma'am?

Speaker speaker_1: Yes, I got it. I'm getting right... I am sending my pay stub now.

Speaker speaker_0: Right. So, we, we don't handle that on our end. It will be handled on the... by the back office. So once they're able to review it then I will give you a call back with an update.

Speaker speaker_1: Okay. Well, it was sent.

Speaker speaker_0: All right. So... Please give a... please allow 24 to 48 hours for a review then once I hear back from them I'll give you a call back, Ms. Crystal.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: Thank you, you too.

Speaker speaker_0: Take care.