

Transcript: Pamela

Blanc-4519153149591552-4695770526302208

Full Transcript

Thank you for calling Benefits 10 o' Five. This is Pamela speaking, how may I help you? Hey, how are you doing? I was just checking to see that I am enrolled and want to get a confirmation from you. And what's the name of the staffing agency you work for, sir? HSS. May I have the last four digits of your Social? 2652. First and last name? Manu Vigil. Can you repeat that for me, sir? It's Manuel Vigil. And you say you work for HSS, and the last four is 2652? Correct, yeah. When did you start working for them? Uh, about a month ago. Mm, . March 13th. Mr. Vigil, let me check. Okay. Mr. Vigil, for a security reason, just to make sure we are in the correct file, I need to verify the complete address and date of birth. Uh, 5203 Bedford Avenue, Baltimore, Maryland, 21215. What else did you say? Your date of birth. 9/28/77. Thank you for the information. We have a telephone number on file, 240-595-8562. Your email is mani.vigil, your last name, 28@yahoo.com. Correct, yes. Okay, I see that you are enrolled. Um, you and your family, your spouse and daughter? Mm-hmm. All right, so you say you need a confirmation? Well, I, I guess, my question was if my daughter's sick can I take her to the doctor or what information do I need from you guys in order to, you know, take it, so... So unfortunately, your benefits still not active. We have not received the premium from your employer. That's all, we're waiting for your benefits to start. Do you know how long that take? Um... Let me see... Oh, they should've... I don't see here. Your benefits should have started on the 14th if we ever receive it. What I can suggest is to give them a call and tell them that you call us and told us, told you that we waiting for the premium for your benefits to start. Okay, yeah, 'cause they started deducting that from my paycheck. When did they do it? When did you see the first deduction? This paycheck, uh, 4/18. When was that date? So, we get paid on a weekly basis. It's the one that I'm supposed- Uh-huh. ... to get paid tomorrow. Oh, okay, so maybe, if we receive it this week, uh, over the weekend, then on Monday, your benefits should be active. But we're not here tomorrow. Um, if you want to give us a call Monday just to make sure that they are active. Okay, well- We're not able to see any of that. We don't have access to your payroll. Right. Where are you guys located? East Coast, West Coast, or... It... It's close. Hello. It's close, sir. Mm-hmm. Okay, I'm in the, um, East Coast as well, okay. All right. That's fine. I'll check back with you guys on Monday. No problem. Thank you for giving us a call, sir. Have a great rest of the day. Bye-bye. Yeah.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' Five. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hey, how are you doing? I was just checking to see that I am enrolled and want to get a confirmation from you.

Speaker speaker_0: And what's the name of the staffing agency you work for, sir?

Speaker speaker_1: HSS.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 2652.

Speaker speaker_0: First and last name?

Speaker speaker_1: Manu Vigil.

Speaker speaker_0: Can you repeat that for me, sir?

Speaker speaker_1: It's Manuel Vigil.

Speaker speaker_0: And you say you work for HSS, and the last four is 2652?

Speaker speaker_1: Correct, yeah.

Speaker speaker_0: When did you start working for them?

Speaker speaker_1: Uh, about a month ago.

Speaker speaker_0: Mm, .

Speaker speaker_1: March 13th.

Speaker speaker_0: Mr. Vigil, let me check. Okay. Mr. Vigil, for a security reason, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Uh, 5203 Bedford Avenue, Baltimore, Maryland, 21215. What else did you say?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 9/28/77.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 240-595-8562. Your email is mani.vigil, your last name, 28@yahoo.com.

Speaker speaker_1: Correct, yes.

Speaker speaker_0: Okay, I see that you are enrolled. Um, you and your family, your spouse and daughter?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, so you say you need a confirmation?

Speaker speaker_1: Well, I, I guess, my question was if my daughter's sick can I take her to the doctor or what information do I need from you guys in order to, you know, take it, so...

Speaker speaker_0: So unfortunately, your benefits still not active. We have not received the premium from your employer. That's all, we're waiting for your benefits to start.

Speaker speaker_1: Do you know how long that take?

Speaker speaker_0: Um... Let me see... Oh, they should've... I don't see here. Your benefits should have started on the 14th if we ever receive it. What I can suggest is to give them a call and tell them that you call us and told us, told you that we waiting for the premium for your benefits to start.

Speaker speaker_1: Okay, yeah, 'cause they started deducting that from my paycheck.

Speaker speaker_0: When did they do it? When did you see the first deduction?

Speaker speaker_1: This paycheck, uh, 4/18.

Speaker speaker_0: When was that date?

Speaker speaker_1: So, we get paid on a weekly basis. It's the one that I'm supposed-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... to get paid tomorrow.

Speaker speaker_0: Oh, okay, so maybe, if we receive it this week, uh, over the weekend, then on Monday, your benefits should be active. But we're not here tomorrow. Um, if you want to give us a call Monday just to make sure that they are active.

Speaker speaker_1: Okay, well-

Speaker speaker_0: We're not able to see any of that. We don't have access to your payroll.

Speaker speaker_1: Right. Where are you guys located? East Coast, West Coast, or...

Speaker speaker_0: It... It's close.

Speaker speaker_1: Hello.

Speaker speaker_0: It's close, sir. Mm-hmm.

Speaker speaker_1: Okay, I'm in the, um, East Coast as well, okay.

Speaker speaker_0: All right.

Speaker speaker_1: That's fine. I'll check back with you guys on Monday.

Speaker speaker_0: No problem. Thank you for giving us a call, sir. Have a great rest of the day.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Yeah.