

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Um, I have had a couple payments come out now, um, and I hadn't gotten my cards yet. Um, but, so I was really just trying to call to see if I could get the, like, the information I would need to start using my, um, insurance before the cards come. Okay. And who do you work for, sir? Partners Personnel. May I have the last four digits of the Social so I can pull up your file? Yes. 0555... And your first and last name? Erik Nestor. Okay. Mr. Nestor, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. My date of birth is August 3rd, 1987, and my address is 704 19th Street Northwest, Canton, Ohio, 44709. Thank you for the information. We have a phone number of file, 614-464-7161 and email, email is eric, your first name, j- jnestor@gmail.com. Mm-hmm. Okay. So your benefits are going to be active on Monday the 10th. So until Monday, we, we won't have, um, a part- I'm just kind of confused. I was told initially that it would be the Monday after the first payment came out, which was two Mondays ago, and so then I was told to call back. When I called last week, I was told to call back today, and they would be active. Okay. So, um, we, um, we didn't receive the payment on last week. That is, was supposed to, that when your benefits were supposed to be active on the 3rd. They sent it out this week, and that's why it's, um, going to be active on the 10th. That's what is showing here in, in our system. Okay. We don't have access to your payroll, so we don't, we don't know, um, like when Partner Personnel, so they are pa-, they're part of the paperwork, and usually that's how it works. The following Monday, that's when the benefits are active. But unfortunately, we, we didn't receive it on the week that they were supposed to be. Okay. All right. Anything else I could do for you, sir? Nope. I'm...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, I have had a couple payments come out now, um, and I hadn't gotten my cards yet. Um, but, so I was really just trying to call to see if I could get the, like, the information I would need to start using my, um, insurance before the cards come.

Speaker speaker_0: Okay. And who do you work for, sir?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: May I have the last four digits of the Social so I can pull up your file?

Speaker speaker_1: Yes. 0555...

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Erik Nestor.

Speaker speaker_0: Okay. Mr. Nestor, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yeah. My date of birth is August 3rd, 1987, and my address is 704 19th Street Northwest, Canton, Ohio, 44709.

Speaker speaker_0: Thank you for the information. We have a phone number of file, 614-464-7161 and email, email is eric, your first name, j- jnestor@gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So your benefits are going to be active on Monday the 10th. So until Monday, we, we won't have, um, a part-

Speaker speaker_1: I'm just kind of confused. I was told initially that it would be the Monday after the first payment came out, which was two Mondays ago, and so then I was told to call back. When I called last week, I was told to call back today, and they would be active.

Speaker speaker_0: Okay. So, um, we, um, we didn't receive the payment on last week. That is, was supposed to, that when your benefits were supposed to be active on the 3rd. They sent it out this week, and that's why it's, um, going to be active on the 10th. That's what is showing here in, in our system.

Speaker speaker_1: Okay.

Speaker speaker_0: We don't have access to your payroll, so we don't, we don't know, um, like when Partner Personnel, so they are pa-, they're part of the paperwork, and usually that's how it works. The following Monday, that's when the benefits are active. But unfortunately, we, we didn't receive it on the week that they were supposed to be.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: Nope. I'm...