

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Diana speaking. How may I help you? Um, yes, I was calling because my, uh, employer had gave me a 800 number to call, but that number i- I guess isn't working, and I was trying to, uh, get my policy number. Okay. May I have the last four digits of your Social so I could pull up your file? It's 9581. And who do you work for? Golden State Food. That's the name of the staffing agency? No, the staffing agency is, uh, Surge Staffing. Okay. Can you repeat the last four for me please? 9581. Thank you. Your first and last name, sir? Andrew Taylor. Mr. Taylor, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, let's see. 4177 County Road 31, Green Springs, Alabama, 36089. Thank you. And you said you need what else? We have a... The date of birth. 10/03/94. Thank you. We have a phone number on file, 334-473-8093, and your email is bo.04table@gmail.com? Yes. Okay, um. So you- you enrolled in the benefits, sir? Uh, I honestly don't know. It- it took a payment out of my paycheck, so I'm assuming so. When did it happen? Uh, this was last Friday. And how much was the payment for? Uh, I don't remember. I left my check stub at home. Okay, so if it's fri- if it was Friday, it's not showing on our system yet, um, so I would say to give us a call back on Monday to see if the benefits are active, because it's usually every- every Monday that happens, after you get the deductions. But right now, I don't see any enrollment here for you. Yeah, because I had asked my, um, the guy that's over us at the plant, uh, about the charges on my check stub, and he was like it was from- for insurance. The one that I was concerned about, he said it was insurance. Okay, so if it was for insurance should be \$15.16. If you want to check your pay stub- Yeah, that's one of them that it was. I never remember the amount. It was one on there for \$15.16. Okay, so what I could do, I could send you an email with the instructions on how to send us a copy or a screenshot of that pay stub, so it could be reviewed and see, uh, why you got a deduction if you don't- if you're not enrolled, if we don't have a pending enrollment for you. Okay. Uh, as a matter of fact, I do have a picture of it. So I'm gonna send you the information, and then after you reply to us to the same email that I'm going to send to you, it takes about 48 hours to 72 hours for the back office to review it, and then I'll get back to you with the response. Okay. All right. The email will be coming in from info@benefitsinacard. Check your spam or junk mail. You might go there. Okay. All right. Thank you for giving us a call, sir. Have a good rest of the day. You bet.

Conversation Format

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

Speaker speaker_1: Um, yes, I was calling because my, uh, employer had gave me a 800 number to call, but that number i- I guess isn't working, and I was trying to, uh, get my policy number.

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

Speaker speaker_1: It's 9581.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Golden State Food.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: No, the staffing agency is, uh, Surge Staffing.

Speaker speaker_0: Okay. Can you repeat the last four for me please?

Speaker speaker_1: 9581.

Speaker speaker_0: Thank you. Your first and last name, sir?

Speaker speaker_1: Andrew Taylor.

Speaker speaker_0: Mr. Taylor, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Uh, let's see. 4177 County Road 31, Green Springs, Alabama, 36089.

Speaker speaker_0: Thank you.

Speaker speaker_1: And you said you need what else?

Speaker speaker_0: We have a... The date of birth.

Speaker speaker_1: 10/03/94.

Speaker speaker_0: Thank you. We have a phone number on file, 334-473-8093, and your email is bo.04table@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, um. So you- you enrolled in the benefits, sir?

Speaker speaker_1: Uh, I honestly don't know. It- it took a payment out of my paycheck, so I'm assuming so.

Speaker speaker_0: When did it happen?

Speaker speaker_1: Uh, this was last Friday.

Speaker speaker_0: And how much was the payment for?

Speaker speaker_1: Uh, I don't remember. I left my check stub at home.

Speaker speaker_0: Okay, so if it's fri- if it was Friday, it's not showing on our system yet, um, so I would say to give us a call back on Monday to see if the benefits are active, because it's usually every- every Monday that happens, after you get the deductions. But right now, I don't see any enrollment here for you.

Speaker speaker_1: Yeah, because I had asked my, um, the guy that's over us at the plant, uh, about the charges on my check stub, and he was like it was from- for insurance. The one that I was concerned about, he said it was insurance.

Speaker speaker_0: Okay, so if it was for insurance should be \$15.16. If you want to check your pay stub-

Speaker speaker_1: Yeah, that's one of them that it was. I never remember the amount. It was one on there for \$15.16.

Speaker speaker_0: Okay, so what I could do, I could send you an email with the instructions on how to send us a copy or a screenshot of that pay stub, so it could be reviewed and see, uh, why you got a deduction if you don't- if you're not enrolled, if we don't have a pending enrollment for you.

Speaker speaker_1: Okay. Uh, as a matter of fact, I do have a picture of it.

Speaker speaker_0: So I'm gonna send you the information, and then after you reply to us to the same email that I'm going to send to you, it takes about 48 hours to 72 hours for the back office to review it, and then I'll get back to you with the response.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. The email will be coming in from info@benefitsinacard. Check your spam or junk mail. You might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you for giving us a call, sir. Have a good rest of the day.

Speaker speaker_1: You bet.