

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Core. This is Pamela speaking. How may I help you? Um, this is Thomas Williamson. I was calling to see, um, what was my benefits, because I haven't received my card yet. Who do you work for, sir? Um, CFAN Priority person, Priority Staffing. Is that the name of the staffing agency? It says Priority. Priority? Okay. May I have the last four digits of your Social? 5315. 5315. Bear with me. Mr. Williamson, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Uh, 190 Robbins Nest Lane, Kyle, Texas 78610. And you said what else? Your date of birth. 7/24/93. Thank you for that information. We have a phone number on file, 803-844-8489. And your email- Is it- ... TWilliamson8822@gmail.com? Yes, ma'am. So I see that you are enrolled in the benefits, but we have not received the first premium from your employer. That's why we're waiting for your benefits to start. If- as soon as you see the deductions on your payroll the following Monday, that's when the benefits will be active. Um, it shouldn't been because it got took out of my last paycheck. Well, we haven't received the premium yet. It's not showing in our end yet. Um, so probably maybe we'll receive it by Monday if you want to give us a call back on Monday and double-check. All right. So when should I be expecting my cards? Cards usually takes seven to ten days after benefits, yeah, they they are active. But if your benefits are active on Monday, usually 72 hours after that we're able to send your temporary ID cards to your email. Okay. All right. Is there anything else I could do for you, sir? No, ma'am. That's it. All right. Thank you for giving us a call today. Have a great rest of the day. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in the Core. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, this is Thomas Williamson. I was calling to see, um, what was my benefits, because I haven't received my card yet.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: Um, CFAN Priority person, Priority Staffing.

Speaker speaker_1: Is that the name of the staffing agency?

Speaker speaker_2: It says Priority.

Speaker speaker_1: Priority? Okay. May I have the last four digits of your Social?

Speaker speaker_2: 5315.

Speaker speaker_1: 5315. Bear with me. Mr. Williamson, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: Uh, 190 Robbins Nest Lane, Kyle, Texas 78610. And you said what else?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: 7/24/93.

Speaker speaker_1: Thank you for that information. We have a phone number on file, 803-844-8489. And your email-

Speaker speaker_2: Is it-

Speaker speaker_1: ... TWilliamson8822@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So I see that you are enrolled in the benefits, but we have not received the first premium from your employer. That's why we're waiting for your benefits to start. If- as soon as you see the deductions on your payroll the following Monday, that's when the benefits will be active.

Speaker speaker_2: Um, it shouldn't been because it got took out of my last paycheck.

Speaker speaker_1: Well, we haven't received the premium yet. It's not showing in our end yet. Um, so probably maybe we'll receive it by Monday if you want to give us a call back on Monday and double-check.

Speaker speaker_2: All right. So when should I be expecting my cards?

Speaker speaker_1: Cards usually takes seven to ten days after benefits, yeah, they they are active. But if your benefits are active on Monday, usually 72 hours after that we're able to send your temporary ID cards to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Is there anything else I could do for you, sir?

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: All right.