

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... speaking. May I help you? Yes, ma'am. This is Jamal Borders. I was calling because I got a, I just got a message that said I had, uh, 30 days to enroll in my benefits, and I tried to do it online but it was saying the online portal was closed for now. Okay, so you trying to enroll? What's the staffing agency? Yeah, enroll. What's the name of the staffing agency you're looking for? Uh-huh. Uh, Hospitality Solutions. Okay. May I have the last three digits of your Social? 3172. Your first and last name, sir. Jamal Borders. Jamal Borders. Mm-hmm. This is ... just to make sure we are in the correct file. I need to verify your complete address and date of birth. Okay. My address is, uh, um, I think I used my last address. My date of birth is 07-28-96 and then my address is, uh, 3905 44th Street North. Thank you. We have a test number on file, 205-203-6106, and your email is your firstname.lastname@gmail.com. Correct. And it should be lastname.firstname. I think. Borders@jamal. Yeah, that's... We got the last name, first name. Okay. Okay, yeah. I see here that you are enrolled in the benefit. All we need is for your employer to send... Uh, make the first deduction on your payroll and, um- Mm-hmm. ... so your benefits will start. You have enrolled in dental, vision and medical. Mm-hmm. Okay, so I got my first check last week on Thursday, and I... And it was just for a day because I think I started, like, probably at the end of the, uh, of the paid week. And, um, I did see it on my, on my check where it was being taken out. I just didn't know if it was... I didn't know the, really the information on how to use it or, or when did it, uh, when did it become effective. So if you saw it this week, you said? Yeah, I... Well, I started two weeks ago and I got my first check last week. Yeah. All right. So, most likely next week they might do the, um, the deductions. Like I said, we need to receive it first before the benefits start. Okay. All right. And so then after that, is it a... Do I just sign in on the, um, through, through an app to, to view it or how do I view it? You will receive your ID card, um, seven to 10 days after benefits are active. Okay. And then, um, yeah. And then, uh, you will be able to use your benefits. Okay, that should be perfect then. Um. All right. That was my only question. I just got that message and I didn't know if I was already enrolled or not. And I did have questions about it, so I just wanted to call and make sure. Yeah, it's because you are on the, the 30 days to enroll. That's why you received the message. Yeah. Okay, okay. All right. Anything else I can do for you, sir? Uh, no, ma'am. I think that was it. Yeah, I appreciate it. All right, thank you for giving us a call. Have a great rest of the day. All right, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... speaking. May I help you?

Speaker speaker_1: Yes, ma'am. This is Jamal Borders. I was calling because I got a, I just got a message that said I had, uh, 30 days to enroll in my benefits, and I tried to do it online but it was saying the online portal was closed for now.

Speaker speaker_0: Okay, so you trying to enroll? What's the staffing agency?

Speaker speaker_1: Yeah, enroll.

Speaker speaker_0: What's the name of the staffing agency you're looking for?

Speaker speaker_1: Uh-huh. Uh, Hospitality Solutions.

Speaker speaker_0: Okay. May I have the last three digits of your Social?

Speaker speaker_1: 3172.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: Jamal Borders.

Speaker speaker_0: Jamal Borders.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: This is ... just to make sure we are in the correct file. I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. My address is, uh, um, I think I used my last address. My date of birth is 07-28-96 and then my address is, uh, 3905 44th Street North.

Speaker speaker_0: Thank you. We have a test number on file, 205-203-6106, and your email is your firstname.lastname@gmail.com.

Speaker speaker_1: Correct. And it should be lastname.firstname. I think. Borders@jamal.

Speaker speaker_0: Yeah, that's... We got the last name, first name. Okay.

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: I see here that you are enrolled in the benefit. All we need is for your employer to send... Uh, make the first deduction on your payroll and, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so your benefits will start. You have enrolled in dental, vision and medical.

Speaker speaker_1: Mm-hmm. Okay, so I got my first check last week on Thursday, and I... And it was just for a day because I think I started, like, probably at the end of the, uh, of the paid week. And, um, I did see it on my, on my check where it was being taken out. I just didn't know if it was... I didn't know the, really the information on how to use it or, or when did it, uh, when did it become effective.

Speaker speaker_0: So if you saw it this week, you said?

Speaker speaker_1: Yeah, I... Well, I started two weeks ago and I got my first check last week. Yeah.

Speaker speaker_0: All right. So, most likely next week they might do the, um, the deductions. Like I said, we need to receive it first before the benefits start.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: And so then after that, is it a... Do I just sign in on the, um, through, through an app to, to view it or how do I view it?

Speaker speaker_0: You will receive your ID card, um, seven to 10 days after benefits are active.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, um, yeah. And then, uh, you will be able to use your benefits.

Speaker speaker_1: Okay, that should be perfect then. Um.

Speaker speaker_0: All right.

Speaker speaker_1: That was my only question. I just got that message and I didn't know if I was already enrolled or not. And I did have questions about it, so I just wanted to call and make sure.

Speaker speaker_0: Yeah, it's because you are on the, the 30 days to enroll. That's why you received the message. Yeah.

Speaker speaker_1: Okay, okay.

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

Speaker speaker_1: Uh, no, ma'am. I think that was it. Yeah, I appreciate it.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: All right, you too.