

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits InterPart. This is Pamela speaking. How may I help you? Um, hi. My name's Allison. Um, I'm supposed to be getting benefits through you from my employer, um, and my first paycheck was last Friday, um, but the insurance that I supposed to signed up for was not taken out of my paycheck, and I don't think I'm enrolled like I'm supposed to be. Well, it might not be taken out on the first paycheck, because after you enroll, it should take about three weeks, uh, when we send information and have your employer will process it. But I could check the status of the enrollment if you would like, um- Uh, yeah. May I have the last four digits of the Social and the staffing agency you're working for? Um, the last four digits are 6572. Uh, the staffing agency, it's, uh, Integrity Trade Services. Okay. And your first and last name? Allison Caragory. Ms. Caragory, 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? Um, my address is 402 Hiawatha Avenue, Apartment 306, um, LaPorte, Indiana, 46350. Um, what was the other thing, birthday? Yes. The birthday is J- January 23rd, 1996. Thank you for the information. We have a telephone number of 502-1936-7809- Uh- ... and allison@...com, your email. Mm-hmm. And then, we have your first, last name as email as well. Yep, that's right. All right. All right, so yes. Your benefits are, I mean, uh, you are enrolled. Um, we have not received yet the premium. So if you want to contact them and let them know that, um, that they'll be waiting for them to process the deductions. Um, as soon as we receive it, the following Monday, your, uh, benefits will be active. Okay. Um, I mean, I tried calling them earlier today, and they said to just contact you, and that there's nothing they could do. Well- So I don't- They might say that because you didn't see that information on your pay stub, but we have, on our end, we already, um, sent the information to them to let them know that, um, to use- Yeah. ... that's how we- So they should have the information? They should have the information. That's why we're waiting for your benefits to start, for them to make the deductions, to process the information. And... So, okay. So I guess it should come out of my next paycheck, then? Most likely. Most likely. Okay. All right? I, I guess I'll just wait then. No problem. Anything else I could help with? Um, no, that's everything. Thank you. All right, thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

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

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

Speaker speaker_2: Um, hi. My name's Allison. Um, I'm supposed to be getting benefits through you from my employer, um, and my first paycheck was last Friday, um, but the insurance that I supposed to signed up for was not taken out of my paycheck, and I don't think I'm enrolled like I'm supposed to be.

Speaker speaker_1: Well, it might not be taken out on the first paycheck, because after you enroll, it should take about three weeks, uh, when we send information and have your employer will process it. But I could check the status of the enrollment if you would like, um-

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: May I have the last four digits of the Social and the staffing agency you're working for?

Speaker speaker_2: Um, the last four digits are 6572. Uh, the staffing agency, it's, uh, Integrity Trade Services.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Allison Caragory.

Speaker speaker_1: Ms. Caragory, 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_2: Um, my address is 402 Hiawatha Avenue, Apartment 306, um, LaPorte, Indiana, 46350. Um, what was the other thing, birthday?

Speaker speaker_1: Yes.

Speaker speaker_2: The birthday is J- January 23rd, 1996.

Speaker speaker_1: Thank you for the information. We have a telephone number of 502-1936-7809-

Speaker speaker_2: Uh-

Speaker speaker_1: ... and allison@...com, your email.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then, we have your first, last name as email as well.

Speaker speaker_2: Yep, that's right.

Speaker speaker_1: All right. All right, so yes. Your benefits are, I mean, uh, you are enrolled. Um, we have not received yet the premium. So if you want to contact them and let them know that, um, that they'll be waiting for them to process the deductions. Um, as soon as we receive it, the following Monday, your, uh, benefits will be active.

Speaker speaker_2: Okay. Um, I mean, I tried calling them earlier today, and they said to just contact you, and that there's nothing they could do.

Speaker speaker_1: Well-

Speaker speaker_2: So I don't-

Speaker speaker_1: They might say that because you didn't see that information on your pay stub, but we have, on our end, we already, um, sent the information to them to let them know that, um, to use-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... that's how we-

Speaker speaker_2: So they should have the information?

Speaker speaker_1: They should have the information. That's why we're waiting for your benefits to start, for them to make the deductions, to process the information. And...

Speaker speaker_2: So, okay. So I guess it should come out of my next paycheck, then?

Speaker speaker_1: Most likely. Most likely.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: I, I guess I'll just wait then.

Speaker speaker_1: No problem. Anything else I could help with?

Speaker speaker_2: Um, no, that's everything. Thank you.

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

Speaker speaker_2: You too.