

## **Transcript: Pamela**

**Blanc-6082325085863936-4693063354466304**

### **Full Transcript**

Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you? Yeah, hi. I'm just wondering when I would get my, uh, card. My actual physical card for my benefits? Okay. I will have to, uh, pull out your file because depending on the plan that you have, the carrier do not send physical cards. But we could request it for you. What's the name of the staffing agency you work for, sir? The Nord Group. Can I have the last four digits of your social? 8865. 8865? I'm s- 8865. Your first and last name? Steven Fulcinelli. Mr. Fulcinelli, 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. 194 Smith Street, Apartment 2F, Freeport, New York, 11520. Date of birth, May 30th, 1986. Thank you for the information. We have a telephone number on file, which is 516-658-4837 and your email is C Fulc... fulc619@yahoo. That will be me. All right. Let's see. Okay, so you are enrolled in the benefits, but they're not active yet. We're waiting for the premium from your employer, um, the benefits to be active. After the benefits become effective, you will be receiving your ID card within seven to ten days. Um, as soon as you see the deduction on your payroll, the following Monday, your benefits will be active. Oh, okay so- Okay. ... I did see... I got a payroll slip, I think, yesterday that I saw that there was a deduction. So, then by that logic, I would get... My benefits would be active on Monday? They should. Just give us a call just to make sure we receive it and it's showing active on our end before you, um, decide to use the benefits. Okay. So yeah, um, just out of my own curiosity then, so you guys don't, uh, don't give out cards? Yes, they do. Um, the plan that you have for your dental and medical, eh, eh, they will, um, be sending you out the ID cards. But the benefits have to be active before they generate in the system. All right. So then, um, in that case, I'll try again on Monday? Yes. Just give us a call back on Monday, and then if they are active, um, and we'll be able to tell you when you're gonna get your ID card. Okay, great. Thank you! All right? Okay. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yeah, hi. I'm just wondering when I would get my, uh, card. My actual physical card for my benefits?

Speaker speaker\_0: Okay. I will have to, uh, pull out your file because depending on the plan that you have, the carrier do not send physical cards. But we could request it for you. What's

the name of the staffing agency you work for, sir?

Speaker speaker\_1: The Nord Group.

Speaker speaker\_0: Can I have the last four digits of your social?

Speaker speaker\_1: 8865.

Speaker speaker\_0: 8865? I'm s-

Speaker speaker\_1: 8865.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Steven Fulcinelli.

Speaker speaker\_0: Mr. Fulcinelli, 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: 194 Smith Street, Apartment 2F, Freeport, New York, 11520. Date of birth, May 30th, 1986.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, which is 516-658-4837 and your email is C Fulc... fulc619@yahoo.

Speaker speaker\_1: That will be me.

Speaker speaker\_0: All right. Let's see. Okay, so you are enrolled in the benefits, but they're not active yet. We're waiting for the premium from your employer, um, the benefits to be active. After the benefits become effective, you will be receiving your ID card within seven to ten days. Um, as soon as you see the deduction on your payroll, the following Monday, your benefits will be active.

Speaker speaker\_1: Oh, okay so-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I did see... I got a payroll slip, I think, yesterday that I saw that there was a deduction. So, then by that logic, I would get... My benefits would be active on Monday?

Speaker speaker\_0: They should. Just give us a call just to make sure we receive it and it's showing active on our end before you, um, decide to use the benefits.

Speaker speaker\_1: Okay. So yeah, um, just out of my own curiosity then, so you guys don't, uh, don't give out cards?

Speaker speaker\_0: Yes, they do. Um, the plan that you have for your dental and medical, eh, eh, they will, um, be sending you out the ID cards. But the benefits have to be active before they generate in the system.

Speaker speaker\_1: All right. So then, um, in that case, I'll try again on Monday?

Speaker speaker\_0: Yes. Just give us a call back on Monday, and then if they are active, um, and we'll be able to tell you when you're gonna get your ID card.

Speaker speaker\_1: Okay, great. Thank you!

Speaker speaker\_0: All right? Okay. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye.