

Transcript: Sara

Marulanda-5785463184080896-5424376592908288

Full Transcript

Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Um, Sarah. Yes, ma'am? Um, I am calling because, um, I just got insurance through you guys, and I'm trying to get my ID number. I haven't got my- Sure, I can help you with that. Awesome. May I have the name of the agency that you are working with and the last four of your Social, please? Um, Time Services, 9964. Okay, I'm sorry. Which one is the name of the agency? It was breaking up. Um, the name of the agency is, or, yeah, Times, Time Staffing. Time Staffing. Um, okay. And just for security purposes, can you please verify your address and date of birth? Um, my address is 806 Napoleon Road, Bowling Green, Ohio, 43402. My date of birth is 3/19/1986. And is your email viewhnink, like your last name, 7730 at gmail.com? Viewhnink. Correct. And is your phone number 419-601-0835? Correct. Thank you very much. Okay, Miss Sarah. Um, well, your coverage is not active yet. We're still waiting for your company to start deductions. We haven't received that yet. So, once we receive the first deduction, that means the following Monday. That's, I mean, why... I'm sorry. Once you see the first deduction, that means the following Monday, if we receive the payment by that Monday, that's when the coverage became active. That same day, they're going to start processing ID cards and policy numbers. At this moment, we don't have that information because we have not received a payment yet. So, it's not active yet? No, ma'am. Not yet. Have you seen any deductions? Um, no, not yet. Okay. Yeah. You know what? But they were supposed to, and she gave me this number and told me to call you guys. I mean, we don't make the deductions. The temporary agency or the staffing agency is the one that make the deductions. We don't have access to your paycheck. Right. So we are waiting for them to make the deductions and send a payment. Okay. All right. I'm going to call them right now and see where it is then. Okay, ma'am. Sure. Um, other than that, is there anything else that I can help you with? N- no. Okay, ma'am. So, thank you for calling Benefits in a Cart. Have a wonderful day. You too. Thank you. Bye-bye. Mm-hmm. Mm-hmm. Mm-hmm. Bye.

Conversation Format

Speaker None: Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Um, Sarah. Yes, ma'am? Um, I am calling because, um, I just got insurance through you guys, and I'm trying to get my ID number. I haven't got my- Sure, I can help you with that. Awesome. May I have the name of the agency that you are working with and the last four of your Social, please? Um, Time Services, 9964. Okay, I'm sorry. Which one is the name of the agency? It was breaking up. Um, the name of the agency is, or, yeah, Times, Time Staffing. Time Staffing. Um, okay. And just for security purposes, can you please

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