

Transcript: Sara

Marulanda-6557282757427200-6564292144054272

Full Transcript

Thank you for calling, thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, my name is Daniel. Hello, Mr. Daniel. How may, how may I help you? Could you please help me, uh, confirm if my insurance is now active and I can, uh, start going to like dental, get my checkups and stuff like that? Okay, let me check that for you. May I have the name of the agency and the last four digits of your Social Security number? Sure. My full name is Daniel, last name H-W-A-N-G. The company that I work for is Noor Staffing, N-O-O-R Staffing. And then my last four digits is 6915. Thank you very much. And can you please verify the address, your address and date of birth? Yeah. 111 Madison Avenue, and the birthday is July 29, '98. Okay. Email, dannymean729@gmail.com? Correct. Phone number is 201-953-2393? Mm-hmm. Thank you very much. Give me just a minute while I check the information. Okay. Have you experienced any deduction on your paycheck? I think so. I just saw on my paycheck for... I believe so. How much is the deduction you saw on your paycheck? I see \$26 in a deduction. Okay. The deduction should be \$29.09. At this moment, it's not showing anything. Remember, we only receive the deductions on Mondays. So if you see a deduction today or tomorrow on your paycheck, and if it is for, uh, your healthcare coverage, it... You... We will receive that until Monday only. If, just if you received- What was that... What would the deduction be called? Would it be called... Um, it was, uh... I think it would say... Okay, it could be a dental, like D-E-N, or, uh, BIP or, um, medical, but not Medicare. Medicare is different. Mm-hmm. Okay. Well then- If it says... If it says MED, that's the state taxes. Got it. Okay, uh, then I don't know if I got my deduction yet. Maybe later. Maybe next week then? Uh, probably, um, we're just waiting for that but it's not showing in our system yet. So I cannot tell you, uh, how long is that gonna take. Just Noor staff, uh, they're the only ones who know when they're going to make the deductions. I mean, we don't handle deductions. Okay, so as soon as, as soon as I get a deduction on my pay stub, then I am able to, like, meet- Let me explain you the process. Once you see the deduction on your paycheck, and if we receive it by the following Monday, that means that Monday is when your coverage became active. That same Monday is when they start processing the, the policy numbers, the ID cards, everything. So you m-... You should receive the ID cards by the end, between Thursday and Friday after the first deduction. Okay, then, um, also do you know when I might be able to receive my card, like a physical card? That's what I said. If you haven't received by Friday, Thursday or Friday after the first deduction, you just give us a call and we can send you virtual copies, and you're gonna be able to use those copies while you wait for the hard copy to arrive on the mail. Okay, sounds good. Thank you. All righty, sir. You're more than welcome. Anything else that I can help you with? Don't think so. Have a wonderful weekend, and thank you for calling Benefits in a Card. All righty. Thank you. Bye-bye. Mm, bye-bye.

Conversation Format

Speaker None: Thank you for calling, thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, my name is Daniel. Hello, Mr. Daniel. How may, how may I help you? Could you please help me, uh, confirm if my insurance is now active and I can, uh, start going to like dental, get my checkups and stuff like that? Okay, let me check that for you. May I have the name of the agency and the last four digits of your Social Security number? Sure. My full name is Daniel, last name H-W-A-N-G. The company that I work for is Noor Staffing, N-O-O-R Staffing. And then my last four digits is 6915. Thank you very much. And can you please verify the address, your address and date of birth? Yeah. 111 Madison Avenue, and the birthday is July 29, '98. Okay. Email, dannymean729@gmail.com? Correct. Phone number is 201-953-2393? Mm-hmm. Thank you very much. Give me just a minute while I check the information. Okay. Have you experienced any deduction on your paycheck? I think so. I just saw on my paycheck for... I believe so. How much is the deduction you saw on your paycheck? I see \$26 in a deduction. Okay. The deduction should be \$29.09. At this moment, it's not showing anything. Remember, we only receive the deductions on Mondays. So if you see a deduction today or tomorrow on your paycheck, and if it is for, uh, your healthcare coverage, it... You... We will receive that until Monday only. If, just if you received- What was that... What would the deduction be called? Would it be called... Um, it was, uh... I think it would say... Okay, it could be a dental, like D-E-N, or, uh, BIP or, um, medical, but not Medicare. Medicare is different. Mm-hmm. Okay. Well then- If it says... If it says MED, that's the state taxes. Got it. Okay, uh, then I don't know if I got my deduction yet. Maybe later. Maybe next week then? Uh, probably, um, we're just waiting for that but it's not showing in our system yet. So I cannot tell you, uh, how long is that gonna take. Just Noor staff, uh, they're the only ones who know when they're going to make the deductions. I mean, we don't handle deductions. Okay, so as soon as, as soon as I get a deduction on my pay stub, then I am able to, like, meet- Let me explain you the process. Once you see the deduction on your paycheck, and if we receive it by the following Monday, that means that Monday is when your coverage became active. That same Monday is when they start processing the, the policy numbers, the ID cards, everything. So you m-... You should receive the ID cards by the end, between Thursday and Friday after the first deduction. Okay, then, um, also do you know when I might be able to receive my card, like a physical card? That's what I said. If you haven't received by Friday, Thursday or Friday after the first deduction, you just give us a call and we can send you virtual copies, and you're gonna be able to use those copies while you wait for the hard copy to arrive on the mail. Okay, sounds good. Thank you. All righty, sir. You're more than welcome. Anything else that I can help you with? Don't think so. Have a wonderful weekend, and thank you for calling Benefits in a Card. All righty. Thank you. Bye-bye. Mm, bye-bye.