

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Paul McCoy. I work for, uh, Crown Staffing, uh, and they've been taking money out for the insurance but I haven't gotten my, my cards yet for myself and my wife. Okay. Let me pull up your file. What's the last four of your Social? 6176. Okay. And I'm sorry, your first and last name again? Paul McCoy. And it's Crown Services that you're with? Yes. I don't even see that we have a file for you in our system. Have you received your first paycheck? Yes. They've taken money out for it. It's the family plan for myself and my wife. Okay. I think I was putting in your Social incorrect. 6176. Yes. Okay. Do you mind verifying your address and date of birth? Uh, my date of birth is 10-24-63. My address is 6238 Highway 161, Springfield, Tennessee, 37172. Phone number is 40... um, I'm sorry, 440-813-6119? Yes. And then email is pemc9671@yahoo. Yes. Okay. So I'm still showing that your enrollment is in a pending status because we have not received a payroll deduction for it just yet. Now, are you looking at this week's check that shows that deduction being made? Uh, I haven't looked at the checks yet. They just sent me the link to do that. But I spoke to them on, uh, on the phone a few minutes ago and they said I'm definitely... the money's definitely coming out and it's definitely, uh... I'm definitely supposed to be insured by now. Yeah. Again, in my system we have not received any deductions being made out of your check. That's why you're still in a pending status. Um- So- Once the deduction is made out of your check, the coverage becomes active the following Monday. And then once the coverage is active, that's when ID cards and policy information is made and sent to you within seven to 10 business days. The reason why you haven't received that, again, is because you're not showing active in our systems. Okay. Uh, hold on a minute. Let me get a pen. I'm gonna write down your name and number and give it to them so they can call you and, um, figure this out. 'Cause I've been... I've gotten like four paychecks, so... Yeah. So it doesn't matter how many checks you've gotten. It all depends on when payroll makes that deduction out of your check for the coverage, which again- So I- ... we have not received- Yeah. ... any deductions for the coverage. Well, she said it, uh, okay, but they said they have already so what... I'm trying to figure out then. So- And you, if you have access to your pay stubs, you should be able to see on the pay stub if a deduction has been made. Right. But you haven't- Well, I'll just- ... looked at the pay stubs yet, correct? Well, yeah, she just sent me the link to do that 'cause I wasn't really, you know, I wasn't paying attention. The money's direct deposited, so, uh... So who am I speaking with now? Victoria. Victoria? Okay. Mm-hmm. At, uh... At Benefits in a Card. At Benefits in a Card. So- Mm-hmm. So that's the insurance company I have the Benefits in a Card because this book has different ones. No, sir. Benefits in a Card, we are your benefits administrators. Okay. The name of the insurance carrier is different. So for your medical- Oh. ... and dental, that is through American Public Life. And then vision- Oh. ... is going to be through MetLife. Oh, okay. Very good.

Mm-hmm. And this, does this, call this 800 number? Yes. They can- Right. They can call it if they like. But again, I would suggest you going and looking at the pay stubs. Now- Oh, okay. ... if there is a pay stub that shows the deduction being made, at that point, um, I'm gonna send you an email on how, with instructions on how to forward that over because if a deduction was made in there, for some reason it's not being reported in our system, that is something we can investigate. However, if the deduction is not being made, that, you would need to speak to your employer or someone in the payroll department 'cause they would know why the deduction is not being made. Okay. I'll call them back. Uh, thank you very much, Victoria. You're welcome. You have a wonderful day. You too. Bye. Thank you. Bye-bye. Why are you...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. My name's Paul McCoy. I work for, uh, Crown Staffing, uh, and they've been taking money out for the insurance but I haven't gotten my, my cards yet for myself and my wife.

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 6176.

Speaker speaker_0: Okay. And I'm sorry, your first and last name again?

Speaker speaker_1: Paul McCoy.

Speaker speaker_0: And it's Crown Services that you're with?

Speaker speaker_1: Yes.

Speaker speaker_0: I don't even see that we have a file for you in our system. Have you received your first paycheck?

Speaker speaker_1: Yes. They've taken money out for it. It's the family plan for myself and my wife.

Speaker speaker_0: Okay. I think I was putting in your Social incorrect. 6176.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, my date of birth is 10-24-63. My address is 6238 Highway 161, Springfield, Tennessee, 37172.

Speaker speaker_0: Phone number is 40... um, I'm sorry, 440-813-6119?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is pemc9671@yahoo.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm still showing that your enrollment is in a pending status because we have not received a payroll deduction for it just yet. Now, are you looking at this week's check that shows that deduction being made?

Speaker speaker_1: Uh, I haven't looked at the checks yet. They just sent me the link to do that. But I spoke to them on, uh, on the phone a few minutes ago and they said I'm definitely... the money's definitely coming out and it's definitely, uh... I'm definitely supposed to be insured by now.

Speaker speaker_0: Yeah. Again, in my system we have not received any deductions being made out of your check. That's why you're still in a pending status. Um-

Speaker speaker_1: So-

Speaker speaker_0: Once the deduction is made out of your check, the coverage becomes active the following Monday. And then once the coverage is active, that's when ID cards and policy information is made and sent to you within seven to 10 business days. The reason why you haven't received that, again, is because you're not showing active in our systems.

Speaker speaker_1: Okay. Uh, hold on a minute. Let me get a pen. I'm gonna write down your name and number and give it to them so they can call you and, um, figure this out. 'Cause I've been... I've gotten like four paychecks, so...

Speaker speaker_0: Yeah. So it doesn't matter how many checks you've gotten. It all depends on when payroll makes that deduction out of your check for the coverage, which again-

Speaker speaker_1: So I-

Speaker speaker_0: ... we have not received-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... any deductions for the coverage.

Speaker speaker_1: Well, she said it, uh, okay, but they said they have already so what... I'm trying to figure out then. So-

Speaker speaker_0: And you, if you have access to your pay stubs, you should be able to see on the pay stub if a deduction has been made.

Speaker speaker_1: Right.

Speaker speaker_0: But you haven't-

Speaker speaker_1: Well, I'll just-

Speaker speaker_0: ... looked at the pay stubs yet, correct?

Speaker speaker_1: Well, yeah, she just sent me the link to do that 'cause I wasn't really, you know, I wasn't paying attention. The money's direct deposited, so, uh... So who am I speaking with now?

Speaker speaker_0: Victoria.

Speaker speaker_1: Victoria? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: At, uh...

Speaker speaker_0: At Benefits in a Card.

Speaker speaker_1: At Benefits in a Card. So-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So that's the insurance company I have the Benefits in a Card because this book has different ones.

Speaker speaker_0: No, sir. Benefits in a Card, we are your benefits administrators.

Speaker speaker_1: Okay.

Speaker speaker_0: The name of the insurance carrier is different. So for your medical-

Speaker speaker_1: Oh.

Speaker speaker_0: ... and dental, that is through American Public Life. And then vision-

Speaker speaker_1: Oh.

Speaker speaker_0: ... is going to be through MetLife.

Speaker speaker_1: Oh, okay. Very good.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And this, does this, call this 800 number?

Speaker speaker_0: Yes. They can-

Speaker speaker_1: Right.

Speaker speaker_0: They can call it if they like. But again, I would suggest you going and looking at the pay stubs. Now-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if there is a pay stub that shows the deduction being made, at that point, um, I'm gonna send you an email on how, with instructions on how to forward that over because if a deduction was made in there, for some reason it's not being reported in our system, that is something we can investigate. However, if the deduction is not being made, that, you would need to speak to your employer or someone in the payroll department 'cause

they would know why the deduction is not being made.

Speaker speaker_1: Okay. I'll call them back. Uh, thank you very much, Victoria.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Why are you...