

Transcript: VICTORIA

Taylor-5024022765158400-6064571068628992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. This is ... leave your name and number, and I'll get back to you as soon as I can. Thank you. Bye. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Hey. This message is for Amy. This is Victoria with Benefits and a Card. Uh, just giving you a call back in regards to the, um, medical insurance that you have through your employer, Nora Staffing. Um, unfortunately, I don't have, um, too much information at this time or even an update really. However, I am able to confirm that we are working with your employer on getting the issue resolved. Um, your employer, uh, just has not sent over the, uh, payroll files with the deductions, the deductions listed on them. So again, we have been communicating with your employer and we're just waiting on them, uh, to send us over that information. Um, as soon as we have a update or a resolution for you, um, I will follow back up with you. Um, at the, at the moment, we just... This is all that I have. Um, if you have any questions or concerns, feel free to give us a call back. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. If you're satisfied with the message, press one. To listen to your message, press two. To erase and re-record, press... Message erased. At the tone, please re-record your message. At the end of your message, press one. Hey. This message is for Amy. This is Victoria with Benefits and a Card. We administer the medical insurance through your employer, Nora Staffing Group, and I'm just giving you a call back regarding the issue about the deductions being made on your check for coverage, but it's not showing in our system. Um, I just wanted to give you a little update. We are actively working with your employer on this, and we do hope to have this resu- resolved soon. Unfortunately, I'm... I don't have a specific timeframe to give you at the moment, but as soon as I get any more updates regarding the situation, I will follow back up with you by phone. Um, if you have any questions or concerns in the meantime, feel free to give us a call back. Our phone number is 800-497-4856. Thank... You can have a wonderful day. If you're satisfied with the message, press one. To listen to your message, pr- At the tone, please continue recording. At the end of your message, press one. If you're satisfied with the message, press one. To listen to your message, press two. To eras- Message review. Hey. This message is for Amy. This is Victoria with Benefits and a Card. We administer the medical insurance through your employer, Nora Staffing Group, and I'm just giving you a call back regarding the issue about the deductions being made on your check for coverage, but it's not showing in our system. Um, I just wanted to give you a little update. We are actively working with your employer on this, and we do hope to have this resu- resolved soon. Unfortunately, I'm... I don't have a specific timeframe to give you at the moment, but as soon as I get any more updates regarding the situation, I will follow back up with you by phone. Um, if you have any questions or concerns in the

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Conversation Format

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

Speaker speaker_1: Hi. This is ... leave your name and number, and I'll get back to you as soon as I can. Thank you. Bye.

Speaker speaker_0: At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker_2: Hey. This message is for Amy. This is Victoria with Benefits and a Card. Uh, just giving you a call back in regards to the, um, medical insurance that you have through your employer, Nora Staffing. Um, unfortunately, I don't have, um, too much information at this time or even an update really. However, I am able to confirm that we are working with your employer on getting the issue resolved. Um, your employer, uh, just has not sent over the, uh, payroll files with the deductions, the deductions listed on them. So again, we have been communicating with your employer and we're just waiting on them, uh, to send us over that information. Um, as soon as we have a update or a resolution for you, um, I will follow back up with you. Um, at the, at the moment, we just... This is all that I have. Um, if you have any questions or concerns, feel free to give us a call back. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.

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