

Transcript: VICTORIA

Taylor-5587779645816832-5649343212109824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. Uh, my name is Christiana Moore and I was calling to talk about, talk to someone about my enrollment that I did back on, uh, December the second. Okay. What's the name of the agency you work for? Brown Services. And the last four of your Social? 1468. And do you mind verifying your address and date of birth? Uh-huh. It's, uh, 1999... Well, this is my address. It's 1999 Apartment C, Columet Drive, and that's in Hartsville, Tennessee, 37042. Um, my date of birth is April 29th, 1994, and my phone number's 270-305-4652. Okay. And then I have your email as your first name, last name at gmail.com? Mm-hmm. Okay. And, um, what did you need help with again? Yes, ma'am. I was trying to... I had applied for short-term disability, and, uh, I was trying to see about filing a claim with that. I was trying to see how I should go about that in, in January because my daughter's having surgery. I'm gonna be off for about three weeks. But I called, um, earlier, and they're saying they don't... They can't find me on system. So I have my enrollment ID. Yeah. So it looks like the enrollment is still pending. The coverage is not yet active. Okay. So coverage would be active the following Monday of your first payroll deduction, which we haven't received yet. Okay. So it came out of my check, so maybe it'll probably take a week or two to show up on your end? So I should just call back in a couple weeks? Yeah. I'm not seeing that we received a deduction for this week. I can see it on my pay stub for 6/16 for Benefits on a Card... Benefits In a Card or Benefits On a Card or something. What was the deduction amount? Uh, let me see. I'm gonna look up to tell you the exact amount, but I wanna say it was like six- \$6.16. Okay. So again, yeah. So Benefits In a Card charged me 6/16 this pay period, December the 11th is, was the pay date. So maybe that's why. Yeah, it could take, um, some time to get in our systems. But I can send you an email with instructions- Mm-hmm. ... on how to forward over that pay stub so we can verify. Okay. Yeah. Um, but whenever you see a deduction being made on your check, the coverage typically starts the following Monday for that. Yes, ma'am. Okay. So if you want to send over that pay stub just so we can verify that it was taken out, um, you can. But, uh, just go, bas-... Going based off of what you're saying, then the coverage would start the following Monday. So it would start on the 16th? Yeah. So if you saw a deduction on this week's check, it would be- Mm-hmm. ... uh, active file on the 16th. And that's probably- Okay. Did you call American Public Life? I haven't. Who did you call that couldn't find you in their system? I called this number and they transferred me to their insurance, um, their insurance department. Okay. Um, I'm a little confused because this is Benefits On a Card. So we're your benefits administrators. Yeah, I called this number. She didn't ask me any questions like you asked me. She... I told her what I was trying to do and she said, "I'll transfer you to their insurance department," and they couldn't find me. So- What was the specific number that you called?

Hold on one second. I called 800-497-4856. Okay. I was on the phone with them about 10 minutes. Gotcha. I just don't see any notes on your file. Uh, but either way, um, once the coverage does become active, then you would reach out to American Public Life, which is the insurance carrier that handles the short-term disability. And that's who you would go through as far as filing a claim for that. Okay. Yes, ma'am. All right. Well, I'll send this over and then I will contact them. Okay. Um, once we review that pay stub, I'll follow up with you to let you know whether or not it's, you know, the... if I'm able to verify the deduction. Yes, ma'am. All right. Do you need help with anything else? No, that'll be all. All right. You have a wonderful day. Thank you. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes. Uh, my name is Christiana Moore and I was calling to talk about, talk to someone about my enrollment that I did back on, uh, December the second.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Brown Services.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1468.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: Uh-huh. It's, uh, 1999... Well, this is my address. It's 1999 Apartment C, Columet Drive, and that's in Hartsville, Tennessee, 37042. Um, my date of birth is April 29th, 1994, and my phone number's 270-305-4652.

Speaker speaker_1: Okay. And then I have your email as your first name, last name at ymail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. And, um, what did you need help with again?

Speaker speaker_2: Yes, ma'am. I was trying to... I had applied for short-term disability, and, uh, I was trying to see about filing a claim with that. I was trying to see how I should go about that in, in January because my daughter's having surgery. I'm gonna be off for about three weeks. But I called, um, earlier, and they're saying they don't... They can't find me on system. So I have my enrollment ID.

Speaker speaker_1: Yeah. So it looks like the enrollment is still pending. The coverage is not yet active.

Speaker speaker_2: Okay.

Speaker speaker_1: So coverage would be active the following Monday of your first payroll deduction, which we haven't received yet.

Speaker speaker_2: Okay. So it came out of my check, so maybe it'll probably take a week or two to show up on your end? So I should just call back in a couple weeks?

Speaker speaker_1: Yeah. I'm not seeing that we received a deduction for this week.

Speaker speaker_2: I can see it on my pay stub for 6/16 for Benefits on a Card... Benefits In a Card or Benefits On a Card or something.

Speaker speaker_1: What was the deduction amount?

Speaker speaker_2: Uh, let me see. I'm gonna look up to tell you the exact amount, but I wanna say it was like six- \$6.16. Okay. So again, yeah. So Benefits In a Card charged me 6/16 this pay period, December the 11th is, was the pay date. So maybe that's why.

Speaker speaker_1: Yeah, it could take, um, some time to get in our systems. But I can send you an email with instructions-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... on how to forward over that pay stub so we can verify.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: Um, but whenever you see a deduction being made on your check, the coverage typically starts the following Monday for that.

Speaker speaker_2: Yes, ma'am. Okay.

Speaker speaker_1: So if you want to send over that pay stub just so we can verify that it was taken out, um, you can. But, uh, just go, bas-... Going based off of what you're saying, then the coverage would start the following Monday.

Speaker speaker_2: So it would start on the 16th?

Speaker speaker_1: Yeah. So if you saw a deduction on this week's check, it would be-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, active file on the 16th. And that's probably-

Speaker speaker_2: Okay.

Speaker speaker_1: Did you call American Public Life?

Speaker speaker_2: I haven't.

Speaker speaker_1: Who did you call that couldn't find you in their system?

Speaker speaker_2: I called this number and they transferred me to their insurance, um, their insurance department.

Speaker speaker_1: Okay. Um, I'm a little confused because this is Benefits On a Card. So we're your benefits administrators.

Speaker speaker_2: Yeah, I called this number. She didn't ask me any questions like you asked me. She... I told her what I was trying to do and she said, "I'll transfer you to their insurance department," and they couldn't find me. So-

Speaker speaker_1: What was the specific number that you called?

Speaker speaker_2: Hold on one second. I called 800-497-4856.

Speaker speaker_1: Okay.

Speaker speaker_2: I was on the phone with them about 10 minutes.

Speaker speaker_1: Gotcha. I just don't see any notes on your file. Uh, but either way, um, once the coverage does become active, then you would reach out to American Public Life, which is the insurance carrier that handles the short-term disability. And that's who you would go through as far as filing a claim for that.

Speaker speaker_2: Okay. Yes, ma'am. All right. Well, I'll send this over and then I will contact them.

Speaker speaker_1: Okay. Um, once we review that pay stub, I'll follow up with you to let you know whether or not it's, you know, the... if I'm able to verify the deduction.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Do you need help with anything else?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.