

Transcript: VICTORIA

Taylor-6237575584464896-6619345999937536

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Victoria? Yes, how can I h- My name is, my name is Michael Johnson and I have insurance with you guys, but for some reason I'm not, I don't, I don't have a card because, uh, my understanding is y'all, y'all... And it's, I don't know what's going on. I'm trying to see if you, can you find out what's going on. Okay. What's the name of the agency you work for? Wagner. Gotcha. And the last four of your Social? 8188. All right, and your first and last name? Michael Johnson. Okay. Do you mind verifying your address and date of birth? 1360 Mill Code, Mill Code Drive, Covington, Georgia 30016. 09191966. And then phone number, 470-971-8720? Correct. And then email is mjthedj47@gmail.com. Or mjthedj69@gmail.com. Okay. Um, let's see. So I do see that you're enrolled into dental. It's just not active. Um, we're still waiting- But my problem is th- th- it, it should be active because they are, they are taking the money out of my, uh, checking, uh, when they... when I get my check on Friday. Okay. Yeah, we haven't received any deductions as of yet. Have you received that paycheck that sh- shows the deduction being made on it? Yes, uh, but I, like I said, I don't have a, I don't have a way of getting your email because I... uh, Malcolm, the guy that was there before said he's gonna send me an, uh, email, but I haven't received it. So if, if I can get a email, I can, I can try to send you a copy of that, um, checking account, that check. Okay. So that- Yeah, we would need the, um, the actual pay stub that shows that, but let me try to send that email to you again. Do you want me to use the mjthedj47 or mjthedj69? The 69. Okay. Give me one second. Because I'm not, I'm not getting anything from... and it'll be on, on whose name? It'll be coming from info@benefitsandacard.com. Okay. And how d- how could this be done, uh, been dropped like this? 'Cause I know there are money coming out of my account. Uh, that's... Yeah, I'm not sure. That's something we would have to investigate and see what's going on. Right. So unfortunately, I don't have any answers for you at the moment. Um, once you send over that pay stub to us, that's what we would be trying to find out, is verify that that deduction was made for the coverage and why it's not showing up in our systems. But even there, I haven't, I haven't even received anything in the mail like a card or who's, who's my insurance people or whatever. I don't have anything. Yeah. ID cards and policy information are not sent to you until the coverage is active. It typically takes about 7 to 10 business days to get those once the ID... once the coverage is actually active. Uh, but you gotta understand, I've been, I've been, I've been, uh, dealing with this ever since the 23rd of last month. Okay. Have you been seeing deductions since the 23rd? Yes. That's what, that's why I'm saying. Okay. So make sure to send every pay stub that you see the deductions being made on so that we can investigate all of those. 'Cause, 'cause I, I, I just, I didn't want the insurance. I don't wanna, I don't wanna get nobody in no trouble. Well, i- it's not about getting anyone in trouble. It's about verifying that those deductions were made and getting them fixed so that we can, you know, show

coverage in our system. So we have to have proof of those deductions being made. Right. I'm trying to figure out why, why is it that it, it was dropped? Why was it Well, that, that's what, that's what we would be investigating, sir. Because we should have that information in our systems. But if you're seeing dedu- if you're saying you're seeing these deductions on your paycheck, then we would need you to send that to us so that we can investigate and see why it's not reflecting in our systems. Okay. Well, I got... I, I had a check stub sent to you ASAP, as soon as you could send me something. Yeah, I already sent it to that email.

Mjthedj69@gmail.com. I'm looking for it now. Okay. You signed the, the, uh, mjthedj, there gonna be u 69. You heard the ma'am. Okay, so it should be mj, the dj, the letter u or U spelled out? The letter u. Okay. 69 at gmail.com. All right, let me make sure I get this right. All right, so mjthedjU at gmail do- uh, 69 at gmail.com. That's correct. Okay, let me resend it again. I make life easier for you, Mike. Okay. Okay, so I just resend that, so you should get it. Okay, I'm, I'm waiting. I don't see it yet. You know, sometimes it take a little while. It's fresh paste. Let me look right there. In the email. It's his question. There you go. Okay. Okay, I got it. All righty. It came in at 2:18. How much you get toward? Yes, sir- And I'll send, I'll send that to you as soon as I can get it. All right. And like I said, just make sure to send all of the pay stubs you see that deduction being made on, from the first deduction to, you know, whatever, if you're still receiving that. How long will it take for me to get my card? 'Cause I think my uncle said it takes seven to 10 days. Yes, so the ID cards are not made and sent to you until the coverage is active, which typically takes about seven to 10 business days of it being active to get. Okay. 'Cause like I say, I'm, I'm almost a month in and I ain't, I don't have it yet. I understand, sir. So, what we need to do first is investigate, see why these deductions are not showing up in our systems and verify that it is a deduction for the coverage. And then once we get that figured out, I'll follow up with you from there to let you know what we found out and, you know, where we can go from there. Okay. I... And your name is what? Victoria. Victoria, okay. Yes, ma'am. Amen. Thank you, ma'am. Save it for my nephew, Mel. You're welcome. You have a good day. Save it for my nephew, Mel. You too. Thank you. Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: Victoria?

Speaker speaker_0: Yes, how can I h-

Speaker speaker_1: My name is, my name is Michael Johnson and I have insurance with you guys, but for some reason I'm not, I don't, I don't have a card because, uh, my understanding is y'all, y'all... And it's, I don't know what's going on. I'm trying to see if you, can you find out what's going on.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Wagner.

Speaker speaker_0: Gotcha. And the last four of your Social?

Speaker speaker_1: 8188.

Speaker speaker_0: All right, and your first and last name?

Speaker speaker_1: Michael Johnson.

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

Speaker speaker_1: 1360 Mill Code, Mill Code Drive, Covington, Georgia 30016. 09191966.

Speaker speaker_0: And then phone number, 470-971-8720?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is mjthedj47@gmail.com.

Speaker speaker_1: Or mjthedj69@gmail.com.

Speaker speaker_0: Okay. Um, let's see. So I do see that you're enrolled into dental. It's just not active. Um, we're still waiting-

Speaker speaker_1: But my problem is th- th- it, it should be active because they are, they are taking the money out of my, uh, checking, uh, when they... when I get my check on Friday.

Speaker speaker_0: Okay. Yeah, we haven't received any deductions as of yet. Have you received that paycheck that sh- shows the deduction being made on it?

Speaker speaker_1: Yes, uh, but I, like I said, I don't have a, I don't have a way of getting your email because I... uh, Malcolm, the guy that was there before said he's gonna send me an, uh, email, but I haven't received it. So if, if I can get a email, I can, I can try to send you a copy of that, um, checking account, that check.

Speaker speaker_0: Okay.

Speaker speaker_1: So that-

Speaker speaker_0: Yeah, we would need the, um, the actual pay stub that shows that, but let me try to send that email to you again. Do you want me to use the mjthedj47 or mjthedj69?

Speaker speaker_1: The 69.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Because I'm not, I'm not getting anything from... and it'll be on, on whose name?

Speaker speaker_0: It'll be coming from info@benefitsandacard.com.

Speaker speaker_1: Okay. And how d- how could this be done, uh, been dropped like this? 'Cause I know there are money coming out of my account.

Speaker speaker_0: Uh, that's... Yeah, I'm not sure. That's something we would have to investigate and see what's going on.

Speaker speaker_1: Right.

Speaker speaker_0: So unfortunately, I don't have any answers for you at the moment. Um, once you send over that pay stub to us, that's what we would be trying to find out, is verify that that deduction was made for the coverage and why it's not showing up in our systems.

Speaker speaker_1: But even there, I haven't, I haven't even received anything in the mail like a card or who's, who's my insurance people or whatever. I don't have anything.

Speaker speaker_0: Yeah. ID cards and policy information are not sent to you until the coverage is active. It typically takes about 7 to 10 business days to get those once the ID... once the coverage is actually active.

Speaker speaker_1: Uh, but you gotta understand, I've been, I've been, I've been, uh, dealing with this ever since the 23rd of last month.

Speaker speaker_0: Okay. Have you been seeing deductions since the 23rd?

Speaker speaker_1: Yes. That's what, that's why I'm saying.

Speaker speaker_0: Okay. So make sure to send every pay stub that you see the deductions being made on so that we can investigate all of those.

Speaker speaker_1: 'Cause, 'cause I, I, I just, I didn't want the insurance. I don't wanna, I don't wanna get nobody in no trouble.

Speaker speaker_0: Well, i- it's not about getting anyone in trouble. It's about verifying that those deductions were made and getting them fixed so that we can, you know, show coverage in our system. So we have to have proof of those deductions being made.

Speaker speaker_1: Right. I'm trying to figure out why, why is it that it, it was dropped? Why was it

Speaker speaker_0: Well, that, that's what, that's what we would be investigating, sir. Because we should have that information in our systems. But if you're seeing dedu- if you're saying you're seeing these deductions on your paycheck, then we would need you to send that to us so that we can investigate and see why it's not reflecting in our systems.

Speaker speaker_1: Okay. Well, I got... I, I had a check stub sent to you ASAP, as soon as you could send me something.

Speaker speaker_0: Yeah, I already sent it to that email. Mjthedj69@gmail.com.

Speaker speaker_1: I'm looking for it now.

Speaker speaker_0: Okay.

Speaker speaker_1: You signed the, the, uh, mjthedj, there gonna be u 69. You heard the ma'am.

Speaker speaker_0: Okay, so it should be mj, the dj, the letter u or U spelled out?

Speaker speaker_1: The letter u.

Speaker speaker_0: Okay.

Speaker speaker_1: 69 at gmail.com.

Speaker speaker_0: All right, let me make sure I get this right. All right, so mjthedjU at gmail do- uh, 69 at gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, let me resend it again.

Speaker speaker_2: I make life easier for you, Mike.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so I just resend that, so you should get it.

Speaker speaker_1: Okay, I'm, I'm waiting. I don't see it yet. You know, sometimes it take a little while.

Speaker speaker_2: It's fresh paste.

Speaker speaker_1: Let me look right there.

Speaker speaker_2: In the email. It's his question. There you go.

Speaker speaker_1: Okay. Okay, I got it.

Speaker speaker_0: All righty.

Speaker speaker_1: It came in at 2:18.

Speaker speaker_0: How much you get toward? Yes, sir-

Speaker speaker_1: And I'll send, I'll send that to you as soon as I can get it.

Speaker speaker_0: All right. And like I said, just make sure to send all of the pay stubs you see that deduction being made on, from the first deduction to, you know, whatever, if you're still receiving that.

Speaker speaker_1: How long will it take for me to get my card? 'Cause I think my uncle said it takes seven to 10 days.

Speaker speaker_0: Yes, so the ID cards are not made and sent to you until the coverage is active, which typically takes about seven to 10 business days of it being active to get.

Speaker speaker_1: Okay. 'Cause like I say, I'm, I'm almost a month in and I ain't, I don't have it yet.

Speaker speaker_0: I understand, sir. So, what we need to do first is investigate, see why these deductions are not showing up in our systems and verify that it is a deduction for the

coverage. And then once we get that figured out, I'll follow up with you from there to let you know what we found out and, you know, where we can go from there.

Speaker speaker_1: Okay. I... And your name is what?

Speaker speaker_0: Victoria.

Speaker speaker_1: Victoria, okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Amen.

Speaker speaker_1: Thank you, ma'am.

Speaker speaker_2: Save it for my nephew, Mel.

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

Speaker speaker_2: Save it for my nephew, Mel.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: All right.