

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Uh, yes, my name's Paul McCoy, I just started at and I start Sunday night. I was wondering, uh, I chose the coverage, I was wondering when it... make sure my wife was on it. Okay. What's the name of the, um, staffing agency that you work for? Crown? And the last four of your Social? 6176. Okay. And let's see... Have you received your first paycheck from them yet? No. Okay, yeah, I don't have you in the system as of yet, um, and it's usually because we don't typically get you in our systems until after your first paycheck. Oh. Um, so I'm not even able to see... Did you fill out, like, an enrollment form requesting the coverage? Yeah, on, uh, yeah, on the online or, yeah, at their place. Okay. Yeah, I'm not able to see what you, what you filled out online because I don't have a file for you. So I'm not sure if you requested that for you and your spouse or not. I, I did, but, uh, I'm just wondering when does that kick in? Right away? Like- No. ... with the paycheck? Mm-mm, no. Um, so it typically takes about one to two weeks for the enrollment to be processed through your payroll. Once you see the first deduction being made out of your check for the coverage, uh, the coverage starts the following Monday. So you will have to keep an eye on your, um, actual pay stubs. And like I said, once you see that first deduction where the coverage is being deducted from your check, it'll start the following Monday. Okay. Then yeah, all right. They don't know there either because I tried to find out what was coming out and what I had, but okay. Um, I guess I'll call you in a couple weeks then. Okay, that's fine. Yeah. Um, did you need help with anything else? No, that was, that was it. I was seeing about the enrollment and, uh, what plan I had and everything so, but I'll have to figure it out later then. Thank you. You're welcome. You have a great day. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker\_1: Uh, yes, my name's Paul McCoy, I just started at and I start Sunday night. I was wondering, uh, I chose the coverage, I was wondering when it... make sure my wife was on it.

Speaker speaker\_0: Okay. What's the name of the, um, staffing agency that you work for?

Speaker speaker\_1: Crown?

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 6176.

Speaker speaker\_0: Okay. And let's see... Have you received your first paycheck from them yet?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay, yeah, I don't have you in the system as of yet, um, and it's usually because we don't typically get you in our systems until after your first paycheck.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Um, so I'm not even able to see... Did you fill out, like, an enrollment form requesting the coverage?

Speaker speaker\_1: Yeah, on, uh, yeah, on the online or, yeah, at their place.

Speaker speaker\_0: Okay. Yeah, I'm not able to see what you, what you filled out online because I don't have a file for you. So I'm not sure if you requested that for you and your spouse or not.

Speaker speaker\_1: I, I did, but, uh, I'm just wondering when does that kick in? Right away? Like-

Speaker speaker\_0: No.

Speaker speaker\_1: ... with the paycheck?

Speaker speaker\_0: Mm-mm, no. Um, so it typically takes about one to two weeks for the enrollment to be processed through your payroll. Once you see the first deduction being made out of your check for the coverage, uh, the coverage starts the following Monday. So you will have to keep an eye on your, um, actual pay stubs. And like I said, once you see that first deduction where the coverage is being deducted from your check, it'll start the following Monday.

Speaker speaker\_1: Okay. Then yeah, all right. They don't know there either because I tried to find out what was coming out and what I had, but okay. Um, I guess I'll call you in a couple weeks then.

Speaker speaker\_0: Okay, that's fine.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, did you need help with anything else?

Speaker speaker\_1: No, that was, that was it. I was seeing about the enrollment and, uh, what plan I had and everything so, but I'll have to figure it out later then. Thank you.

Speaker speaker\_0: You're welcome. You have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.