

Transcript: VICTORIA

Taylor-6479580125249536-5371426498985984

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? Hello. How are you doing today? Um, my name is Deontay Fulgham. I was calling because I'm, I signed up for insurance through my employer, Crown Staffing, and, um, I expected the offer letter or whatever, but the money was never getting deducted from my paychecks so I can access my, um, insurance. Okay. What's the last four of your social? Yes, it's 6946. Okay. And, I'm sorry, your first and last name again? It's Deontay Fulgham. Do you mind verifying your address and date of birth? Yes. My address is, um, 8341 Latham Road, November 15, 1998 is my birthday. Okay. I have your address as 7336 Burwood Drive. No, that's, that's old. They should've changed that. Okay. What is your current address again? Yes. Well, actually, yeah, my current address is actually 5312 Kings Highway Boulevard. They should've had that old one on file. Okay. So 30, uh, 30, 5312 King Highway... Yes. Kings Highway Boulevard. The city, state and zip code? This is St. Louis City, Missouri. St. Louis, Missouri, 63115 is the zip code. Okay. And then phone number 314-309-1022? Yes, ma'am. And then email is last name, first name 98 at gmail.com? Yes, ma'am. Okay. Yeah, I'm not seeing that you're enrolled into anything. We haven't received a enrollment form requesting coverage, and I don't see any notes where you called us previously to enroll. Yeah, um, so would that be on Crown, on my employer's end, as far as you guys not receiving that? 'Cause I enrolled through them. Was it like a paper enrollment form? Um, oh gosh, I don't remember. I don't, I don't remember honestly, but I know I enrolled and I was expecting to get some deductions on my paycheck. So would that be on my employer's end then? Yeah, I mean, it's definitely, it's definitely on your employer's end, because we haven't received, like I said, any type of request for enrollment. Right. Now, are you a new hire or a re-hire with them? No. I've been with them for the past six months. Okay. But, um- Yeah, because the only ways to get enrolled is if you're a new hire, um, they give you 30 days from the date of your first check to get enrolled, and then- Right. ... outside of that, the only other time to get enrolled is during the company's open enrollment period, which they're not currently in. Right. Oh, okay. Oh, so I guess I got to call them. Oh, okay, well- Do you know when you filled out that enrollment form? Or whenever you, when did you request? I started with, I started with them in August and I actually, that's when I requested it, in August to, uh, get enrolled. Okay. Yeah, we definitely haven't received it. So I would speak to them and see what's going on, because there's nothing on your file indicating that you wanted the coverage. Right. Okay. All right, thank you. Appreciate that. Yes, sir. You have a wonderful day. Yes, ma'am. You too. Thank you. Bye-bye. All right.

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: Hello. How are you doing today? Um, my name is Deontay Fulgham. I was calling because I'm, I signed up for insurance through my employer, Crown Staffing, and, um, I expected the offer letter or whatever, but the money was never getting deducted from my paychecks so I can access my, um, insurance.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: Yes, it's 6946.

Speaker speaker_1: Okay. And, I'm sorry, your first and last name again?

Speaker speaker_2: It's Deontay Fulgham.

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

Speaker speaker_2: Yes. My address is, um, 8341 Latham Road, November 15, 1998 is my birthday.

Speaker speaker_1: Okay. I have your address as 7336 Burwood Drive.

Speaker speaker_2: No, that's, that's old. They should've changed that.

Speaker speaker_1: Okay. What is your current address again?

Speaker speaker_2: Yes. Well, actually, yeah, my current address is actually 5312 Kings Highway Boulevard. They should've had that old one on file.

Speaker speaker_1: Okay. So 30, uh, 30, 5312 King Highway...

Speaker speaker_2: Yes. Kings Highway Boulevard.

Speaker speaker_1: The city, state and zip code?

Speaker speaker_2: This is St. Louis City, Missouri. St. Louis, Missouri, 63115 is the zip code.

Speaker speaker_1: Okay. And then phone number 314-309-1022?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is last name, first name 98 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Yeah, I'm not seeing that you're enrolled into anything. We haven't received a enrollment form requesting coverage, and I don't see any notes where you called us previously to enroll.

Speaker speaker_2: Yeah, um, so would that be on Crown, on my employer's end, as far as you guys not receiving that? 'Cause I enrolled through them.

Speaker speaker_1: Was it like a paper enrollment form?

Speaker speaker_2: Um, oh gosh, I don't remember. I don't, I don't remember honestly, but I know I enrolled and I was expecting to get some deductions on my paycheck. So would that be on my employer's end then?

Speaker speaker_1: Yeah, I mean, it's definitely, it's definitely on your employer's end, because we haven't received, like I said, any type of request for enrollment.

Speaker speaker_2: Right.

Speaker speaker_1: Now, are you a new hire or a re-hire with them?

Speaker speaker_2: No. I've been with them for the past six months.

Speaker speaker_1: Okay.

Speaker speaker_2: But, um-

Speaker speaker_1: Yeah, because the only ways to get enrolled is if you're a new hire, um, they give you 30 days from the date of your first check to get enrolled, and then-

Speaker speaker_2: Right.

Speaker speaker_1: ... outside of that, the only other time to get enrolled is during the company's open enrollment period, which they're not currently in.

Speaker speaker_2: Right. Oh, okay. Oh, so I guess I got to call them. Oh, okay, well-

Speaker speaker_1: Do you know when you filled out that enrollment form? Or whenever you, when did you request?

Speaker speaker_2: I started with, I started with them in August and I actually, that's when I requested it, in August to, uh, get enrolled.

Speaker speaker_1: Okay. Yeah, we definitely haven't received it. So I would speak to them and see what's going on, because there's nothing on your file indicating that you wanted the coverage.

Speaker speaker_2: Right. Okay. All right, thank you. Appreciate that.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: Yes, ma'am. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right.