

Transcript: VICTORIA

Taylor-6669884819193856-6501913010323456

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, my name is Keisha Holiday, and I was wondering when would... was, uh, my insurance card gonna get mailed out. I haven't received it yet. Okay. Um, what's the name of the agency you work for? Um, Mega Force. Okay. And the last four of your Social? 1905. And your first and last name one more time? Keisha Holiday. Okay. Do you mind verifying your address and date of birth? 1129 Fort Branch Road, Oak City, North Carolina 27857. Birthday 01/23/78. Phone number 252-217-1320? Yes. And then email is first and last name 91905@gmail.com? Yes. Okay. Um, so I don't see that your coverage is active just yet. So, the coverage would be active the following Monday of your first payroll deduction. And then- Already? Been there a month and a week now? A month and week or two. They told me y'all were gonna start taking out the second paycheck. They told me wait a month before it would get mailed out. So, we haven't received any payroll deductions for the coverage. Why not? Y'all already done started taking it outta my check, my second check. That's what I'm saying. It- it hasn't been taken outta your check. They said it would be my second check when y'all would start taking out. Yeah, so for whatever reason, we haven't received a payroll deduction. I know once you enroll, it can take up to two weeks before that first deduction is made outta your check. And then once the coverage is active, that's when the ID cards are made and sent to you within seven to 10 business days. Okay, so would it be past that point if I'd been there a month and a week or two? So, ultimately, payroll is the ones who make that deduction outta your check, and again, I'm not showing any payroll deductions that have been made. So, what I would do at this point is, I would reach out to payroll and see why they haven't made that deduction outta your check. So, I would need to call Mega Force? Yep, and ask to speak to someone in payroll. Okay. Because you are enrolled, it's just we haven't received the first deduction. Okay. All right, thank you. You're welcome. Have a good day. Mm-hmm.

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, my name is Keisha Holiday, and I was wondering when would... was, uh, my insurance card gonna get mailed out. I haven't received it yet.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Um, Mega Force.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 1905.

Speaker speaker_1: And your first and last name one more time?

Speaker speaker_2: Keisha Holiday.

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

Speaker speaker_2: 1129 Fort Branch Road, Oak City, North Carolina 27857. Birthday 01/23/78.

Speaker speaker_1: Phone number 252-217-1320?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is first and last name 91905@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so I don't see that your coverage is active just yet. So, the coverage would be active the following Monday of your first payroll deduction. And then-

Speaker speaker_2: Already? Been there a month and a week now? A month and week or two. They told me y'all were gonna start taking out the second paycheck. They told me wait a month before it would get mailed out.

Speaker speaker_1: So, we haven't received any payroll deductions for the coverage.

Speaker speaker_2: Why not? Y'all already done started taking it outta my check, my second check.

Speaker speaker_1: That's what I'm saying. It- it hasn't been taken outta your check.

Speaker speaker_2: They said it would be my second check when y'all would start taking out.

Speaker speaker_1: Yeah, so for whatever reason, we haven't received a payroll deduction. I know once you enroll, it can take up to two weeks before that first deduction is made outta your check. And then once the coverage is active, that's when the ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_2: Okay, so would it be past that point if I'd been there a month and a week or two?

Speaker speaker_1: So, ultimately, payroll is the ones who make that deduction outta your check, and again, I'm not showing any payroll deductions that have been made. So, what I would do at this point is, I would reach out to payroll and see why they haven't made that deduction outta your check.

Speaker speaker_2: So, I would need to call Mega Force?

Speaker speaker_1: Yep, and ask to speak to someone in payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Because you are enrolled, it's just we haven't received the first deduction.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Mm-hmm.