

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Olivia. I was trying to see, uh, how best I can enroll in the benefit and what other benefit they have? Okay. Um, what staff and agency do you work for? Uh, on-track staffing. Okay. And then what are the last four of your Social? 9499. All right, thank you. And then for security purposes, do you mind verifying your address and date of birth for me? Uh, 2009 Nacimna Drive, 6014 Apartment 11205. Okay. And then what was that city and state? Arlington, Texas. Okay. And then your date of birth, please? 09/27/1987. Thank you. I have 682-407-8073 as your phone number. Yeah. And then I have your first name, J-A-B-A-T-E-H@gmail.com. Is that correct? My email? Yes. Yes. Mm-hmm. Um, and then how long have you been working with them? Uh, I just started working. Gotcha. Okay. So, I wouldn't be able to enroll you right now, right now. I would have to send a eligibility review to see if you're eligible for the benefits, due to the fact that there's multiple hire dates. Um, most likely, I'm pretty sure you are, but I would still have to submit that email to the main office for th- for them to do a eligibility review. Once I submit that, they review it and then they'll notify me probably by tomorrow, to let me know if you're eligible or not for the benefits. Um, while I do that though, would you like me to email you the benefit guide? Yes, please. Okay. And then, um, I started this month going to 30 days within 30 days, right? So... Yes, ma'am. Mm-hmm. That's why I'm calling today, because I think tomorrow will be my 30 days at a job. Mm, give me one second. Let me check. So it's 30 days from the day that you receive your first check. Okay. Yes, ma'am. Um, but I'll send that to them and then they'll... I'm pretty sure I'll call you tomorrow to inform you. And if for some reason you don't answer, I'll leave you a voicemail and send you an email. Okay. Thank you. Okay? You're welcome. And then d- did you want me to go ahead and email that benefit guide to your email file? Yes, please. Yes. That benefit guide has all the plans, okay? Um, I'm gonna go ahead and send that to you, um, just so that you can look over it and if you have any questions about it tomorrow, I can go over the plans with you as well. Okay. But you can get like somewhat of an idea right now while we wait on that, um, eligibility review. And then if you have questions, I'll answer them tomorrow as well. Um, but I'm gonna go ahead and send that to your email. If you don't mind verifying, um, that you received it. I'm about to send it right now. All right. I went ahead and emailed that to your email file. Do you mind verifying that you received it? Okay. Let me check. I'll be- I'm sorry? Hello? Yes, hello? Oh, yeah. I got it. Oh, yeah. Did you receive it? You did? Okay. Yes. And then I went ahead and submitted that email. So most likely they won't respond back till tomorrow. Okay? Okay. So you'll be hearing from me tomorrow. Okay. Thank you. You welcome. Have a nice day. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. This is Olivia. I was trying to see, uh, how best I can enroll in the benefit and what other benefit they have?

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Uh, on-track staffing.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 9499.

Speaker speaker_0: All right, thank you. And then for security purposes, do you mind verifying your address and date of birth for me?

Speaker speaker_1: Uh, 2009 Nacimna Drive, 6014 Apartment 11205.

Speaker speaker_0: Okay. And then what was that city and state?

Speaker speaker_1: Arlington, Texas.

Speaker speaker_0: Okay. And then your date of birth, please?

Speaker speaker_1: 09/27/1987.

Speaker speaker_0: Thank you. I have 682-407-8073 as your phone number.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have your first name, J-A-B-A-T-E-H@gmail.com. Is that correct?

Speaker speaker_1: My email?

Speaker speaker_0: Yes.

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. Um, and then how long have you been working with them?

Speaker speaker_1: Uh, I just started working.

Speaker speaker_0: Gotcha. Okay. So, I wouldn't be able to enroll you right now, right now. I would have to send a eligibility review to see if you're eligible for the benefits, due to the fact that there's multiple hire dates. Um, most likely, I'm pretty sure you are, but I would still have to submit that email to the main office for th- for them to do a eligibility review. Once I submit that, they review it and then they'll notify me probably by tomorrow, to let me know if you're eligible or not for the benefits. Um, while I do that though, would you like me to email you the benefit guide?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay.

Speaker speaker_1: And then, um, I started this month going to 30 days within 30 days, right? So...

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_1: That's why I'm calling today, because I think tomorrow will be my 30 days at a job.

Speaker speaker_0: Mm, give me one second. Let me check. So it's 30 days from the day that you receive your first check.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Um, but I'll send that to them and then they'll... I'm pretty sure I'll call you tomorrow to inform you. And if for some reason you don't answer, I'll leave you a voicemail and send you an email.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay? You're welcome. And then d- did you want me to go ahead and email that benefit guide to your email file?

Speaker speaker_1: Yes, please. Yes.

Speaker speaker_0: That benefit guide has all the plans, okay? Um, I'm gonna go ahead and send that to you, um, just so that you can look over it and if you have any questions about it tomorrow, I can go over the plans with you as well.

Speaker speaker_1: Okay.

Speaker speaker_0: But you can get like somewhat of an idea right now while we wait on that, um, eligibility review. And then if you have questions, I'll answer them tomorrow as well. Um, but I'm gonna go ahead and send that to your email. If you don't mind verifying, um, that you received it. I'm about to send it right now. All right. I went ahead and emailed that to your email file. Do you mind verifying that you received it?

Speaker speaker_1: Okay. Let me check. I'll be-

Speaker speaker_0: I'm sorry? Hello?

Speaker speaker_1: Yes, hello? Oh, yeah.

Speaker speaker_2: I got it.

Speaker speaker_0: Oh, yeah. Did you receive it? You did? Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I went ahead and submitted that email. So most likely they won't respond back till tomorrow. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: So you'll be hearing from me tomorrow.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_1: Okay. Bye-bye.