

## **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, um, Amelia. I was calling, um, I started my contract February 17, and I have not received my, uh, benefit card yet. So I was wondering when that's coming. I can check for you. If it's available, I can send it as well. Um, what staffing agency are you currently with? Noor. Okay. And then, what are the last four of your Social? 865. Thank you. And your first and last name, please. Amelia Johnson. I'm sorry, you said your last four were 8653? No. 8685. Okay, thank you. Okay, for security purposes, can you verify your address and date of birth? 6509 Malvern Street, Philadelphia, PA 19135. And my birthday is 8/15/92. 267-706-6845 is your phone number. 267-707-6845. Okay, thank you. Okay, so it looks like your coverage isn't active yet. We're still waiting on your staffing agency to start making the first deduction. So once you see the very first deduction, the following Monday of that deduction is when your coverage becomes active. So they haven't started sending you- Well, that's funny because they... .. the deductions yet. Yes, they have. But thank you. Let me message them. Okay. And then just keep in mind, once you see the first deduction, the following Monday your plan- They already been taking out the deduction. That's why I'm telling you. So I don't know why I don't have it. Okay. Yeah. So that would be something you would have to communicate with them, because on my end it's saying no deductions have been received. Yeah, let me message them. Thank you. You're welcome. Have a nice day. You too. 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, um, Amelia. I was calling, um, I started my contract February 17, and I have not received my, uh, benefit card yet. So I was wondering when that's coming.

Speaker speaker\_0: I can check for you. If it's available, I can send it as well. Um, what staffing agency are you currently with?

Speaker speaker\_1: Noor.

Speaker speaker\_0: Okay. And then, what are the last four of your Social?

Speaker speaker\_1: 865.

Speaker speaker\_0: Thank you. And your first and last name, please.

Speaker speaker\_1: Amelia Johnson.

Speaker speaker\_0: I'm sorry, you said your last four were 8653?

Speaker speaker\_1: No. 8685.

Speaker speaker\_0: Okay, thank you. Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 6509 Malvern Street, Philadelphia, PA 19135. And my birthday is 8/15/92.

Speaker speaker\_0: 267-706-6845 is your phone number.

Speaker speaker\_1: 267-707-6845.

Speaker speaker\_0: Okay, thank you. Okay, so it looks like your coverage isn't active yet. We're still waiting on your staffing agency to start making the first deduction. So once you see the very first deduction, the following Monday of that deduction is when your coverage becomes active. So they haven't started sending you-

Speaker speaker\_1: Well, that's funny because they...

Speaker speaker\_0: ... the deductions yet.

Speaker speaker\_1: Yes, they have. But thank you. Let me message them.

Speaker speaker\_0: Okay. And then just keep in mind, once you see the first deduction, the following Monday your plan-

Speaker speaker\_1: They already been taking out the deduction. That's why I'm telling you. So I don't know why I don't have it.

Speaker speaker\_0: Okay. Yeah. So that would be something you would have to communicate with them, because on my end it's saying no deductions have been received.

Speaker speaker\_1: Yeah, let me message them. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.