

Transcript: Estefania

Acevedo-4912004794597376-6333306747142144

Full Transcript

Hello. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?
Hello. I was wanting to see if my insurance is activated? I'm sorry? I was wanting to see if my insurance is activated. Okay, I can check. What staffing agency are you with? NOR. And then what are the last four of your Social? 8288. You said 8288? Yes. Okay, and then can you verify your first and last name? At this very time? For security purposes, can you verify your address and date of birth? ... camera drive, Number Two, New Jersey, 08046. Um, what was the next one? Date of birth, June 13th, 1991. Okay. 609-372-0818 is your phone number? Yes. Okay, thank you. And then I have, yes, 013845@gmail.com. Is that up to date? Yes. Okay. So you're still not active. I did, I do see that you enrolled already for the VIP class at Dental and Vision. But we're still waiting on your staffing agency to make the first deduction from your paycheck. Once we see the first deduction of the \$31.51 come out of your paycheck the following Monday, your plan's- Mm-hmm. ... effective. But they still haven't done that yet. All right. Thank you. You're welcome. Have a nice day. Bye. Thank you.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Hello. I was wanting to see if my insurance is activated?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I was wanting to see if my insurance is activated.

Speaker speaker_1: Okay, I can check. What staffing agency are you with?

Speaker speaker_0: NOR.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_0: 8288.

Speaker speaker_1: You said 8288?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, and then can you verify your first and last name?

Speaker speaker_0: At this very time?

Speaker speaker_1: For security purposes, can you verify your address and date of birth?

Speaker speaker_0: ... camera drive, Number Two, New Jersey, 08046. Um, what was the next one? Date of birth, June 13th, 1991.

Speaker speaker_1: Okay. 609-372-0818 is your phone number?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, thank you. And then I have, yes, 013845@gmail.com. Is that up to date?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So you're still not active. I did, I do see that you enrolled already for the VIP class at Dental and Vision. But we're still waiting on your staffing agency to make the first deduction from your paycheck. Once we see the first deduction of the \$31.51 come out of your paycheck the following Monday, your plan's-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... effective. But they still haven't done that yet.

Speaker speaker_0: All right. Thank you.

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

Speaker speaker_0: Bye. Thank you.