

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? Well, I have a question. Yes. How can I help you? Uh, how long does it take for, um, the cards to be mailed out? I'm sorry. I'm having trouble hearing you. You said, how long does it take for... The cards to be mailed out. Um, I have to see if you have become active. Normally, if you already are active, you get your cards within the first or second week, but I can check real quick. Okay. Mm-hmm. What staffing agency are you affiliated with? Uh, I don't know. I just started. I don't remember. So, I do need the name of the staffing agency because we do administrate different staffing agencies around the nation, not just one, unfortunately. I would need the name of the staffing agency and then the last four of your Social. Oh, I applied with MAU at Kennedy Park. MAU? Yeah. Okay. So, that's the staffing agency. And then, I just need the last four of your Social. 8032. And your first and last name, please? Alexis Evans. For security pur- Huh? For, for security purposes, can you verify your address and date of birth? Oh, 2529 Waterfront Drive, Augusta, Georgia, 30009. Okay. And then what was your birthday? October 18th, 2000. Okay, thank you. I have 769-523-5066 as your phone number? Yes. So, you are enrolled. You did enroll. However, you're not active yet. Um, we're still waiting for your staffing agency to process the first deduction of the \$17 and change from your paycheck. Oh. So, once you see the first deduction of the \$17.12 come out of your check, the following Monday of that very first deduction is when your plan becomes effective. But since they haven't done it yet, you're not active yet. Okay. Okay? So, now you just got to wait for them to process the first one out of your paycheck. And once you see that first deduction the, the following Monday, the plans become effective. And by that first or second week, you should be getting your cards. Okay, yeah. Mm-hmm. Mm-hmm. All right. I hope you have a great day. All right. You too.

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: Well, I have a question.

Speaker speaker_0: Yes. How can I help you?

Speaker speaker_1: Uh, how long does it take for, um, the cards to be mailed out?

Speaker speaker_0: I'm sorry. I'm having trouble hearing you. You said, how long does it take for...

Speaker speaker_1: The cards to be mailed out.

Speaker speaker_0: Um, I have to see if you have become active. Normally, if you already are active, you get your cards within the first or second week, but I can check real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. What staffing agency are you affiliated with?

Speaker speaker_1: Uh, I don't know. I just started. I don't remember.

Speaker speaker_0: So, I do need the name of the staffing agency because we do administrate different staffing agencies around the nation, not just one, unfortunately. I would need the name of the staffing agency and then the last four of your Social.

Speaker speaker_1: Oh, I applied with MAU at Kennedy Park.

Speaker speaker_0: MAU?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, that's the staffing agency. And then, I just need the last four of your Social.

Speaker speaker_1: 8032.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Alexis Evans.

Speaker speaker_0: For security pur-

Speaker speaker_1: Huh?

Speaker speaker_0: For, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Oh, 2529 Waterfront Drive, Augusta, Georgia, 30009.

Speaker speaker_0: Okay. And then what was your birthday?

Speaker speaker_1: October 18th, 2000.

Speaker speaker_0: Okay, thank you. I have 769-523-5066 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: So, you are enrolled. You did enroll. However, you're not active yet. Um, we're still waiting for your staffing agency to process the first deduction of the \$17 and change from your paycheck.

Speaker speaker_1: Oh.

Speaker speaker_0: So, once you see the first deduction of the \$17.12 come out of your check, the following Monday of that very first deduction is when your plan becomes effective. But since they haven't done it yet, you're not active yet.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? So, now you just got to wait for them to process the first one out of your paycheck. And once you see that first deduction the, the following Monday, the plans become effective. And by that first or second week, you should be getting your cards.

Speaker speaker_1: Okay, yeah. Mm-hmm. Mm-hmm.

Speaker speaker_0: All right. I hope you have a great day.

Speaker speaker_1: All right. You too.