

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Um, I work for, through MAU. For Kenneth Clark. And I was calling to see, um, why haven't I received my insurance card yet? Or when will I see- Okay. ... receive it? Yes, sir. You said you're with MAU? Mm-hmm. And then what are the last four of your Social? 1855. And your first and last name, please. Dwayne Burgess. Okay, thank you. For security purposes, I need you to verify your address as well as your date of birth. Um, 1116, uh, County Road 3550, Honey Grove, Tennessee. I mean, not Tennessee, Texas. Um, 374... No, 75446. Uh, January 4, 1992. Okay. And then I have your phone number as 298-9581. Yeah, uh, can I update that also? I just got another phone. Is it the one you're calling from, the 384-1329? Yes, ma'am. And then I have your last name, first name, the number six at gmail.com as the email on file. Is that up to date? Yes, ma'am. Okay, thank you. All right. So the reason why you haven't received it is because, um, we haven't gotten a deduction yet. We haven't received the deduction from your staffing agency yet. So once we receive the very first one, you become active the following Monday. But we're still waiting on a deduction to be done. Um, is this something that like, uh... On my paystubs it says I already have a deduction for it. Like, uh, should I get in contact with them and see what's going on, on their end? What does it say? Um, because on my end, it says we haven't received it yet. So that's why you haven't um, had active coverage. Okay. 'Cause once you have- So did you say- ... active coverage, um, the following Monday is when you're active. And then by that Thursday or Friday, you get your cards. But I'm looking right now, and we were supposed to get the first deduction on November 25th. But we didn't get it, so that's why you never became active. So, um- And we haven't received one for this week either. It's very odd. Like, uh, so I need to get in contact with them and see what's going on, on their end? Yes, sir. I would, because like I said, on our end, um, I don't see no deductions. That's why you haven't, um, received your card, because you're not active yet. All right. Thank you, ma'am. I'll give you a call back shortly. Okay. Hope you have a great day. You as well.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Um, I work for, through MAU. For Kenneth Clark. And I was calling to see, um, why haven't I received my insurance card yet? Or when will I see-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... receive it?

Speaker speaker\_1: Yes, sir. You said you're with MAU?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then what are the last four of your Social?

Speaker speaker\_2: 1855.

Speaker speaker\_1: And your first and last name, please.

Speaker speaker\_2: Dwayne Burgess.

Speaker speaker\_1: Okay, thank you. For security purposes, I need you to verify your address as well as your date of birth.

Speaker speaker\_2: Um, 1116, uh, County Road 3550, Honey Grove, Tennessee. I mean, not Tennessee, Texas. Um, 374... No, 75446. Uh, January 4, 1992.

Speaker speaker\_1: Okay. And then I have your phone number as 298-9581.

Speaker speaker\_2: Yeah, uh, can I update that also? I just got another phone.

Speaker speaker\_1: Is it the one you're calling from, the 384-1329?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then I have your last name, first name, the number six at gmail.com as the email on file. Is that up to date?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, thank you. All right. So the reason why you haven't received it is because, um, we haven't gotten a deduction yet. We haven't received the deduction from your staffing agency yet. So once we receive the very first one, you become active the following Monday. But we're still waiting on a deduction to be done.

Speaker speaker\_2: Um, is this something that like, uh... On my paystubs it says I already have a deduction for it. Like, uh, should I get in contact with them and see what's going on, on their end?

Speaker speaker\_1: What does it say? Um, because on my end, it says we haven't received it yet. So that's why you haven't um, had active coverage.

Speaker speaker\_2: Okay.

Speaker speaker\_1: 'Cause once you have-

Speaker speaker\_2: So did you say-

Speaker speaker\_1: ... active coverage, um, the following Monday is when you're active. And then by that Thursday or Friday, you get your cards. But I'm looking right now, and we were supposed to get the first deduction on November 25th. But we didn't get it, so that's why you never became active.

Speaker speaker\_2: So, um-

Speaker speaker\_1: And we haven't received one for this week either.

Speaker speaker\_2: It's very odd. Like, uh, so I need to get in contact with them and see what's going on, on their end?

Speaker speaker\_1: Yes, sir. I would, because like I said, on our end, um, I don't see no deductions. That's why you haven't, um, received your card, because you're not active yet.

Speaker speaker\_2: All right. Thank you, ma'am. I'll give you a call back shortly.

Speaker speaker\_1: Okay. Hope you have a great day.

Speaker speaker\_2: You as well.