

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? Uh, hi, Stephanie. Uh, how are you today? Good. How about you? Hey, uh, Stephanie, uh, my name is, um, Doyibou Sow. Uh, C-H-O-U-A-I-B-O-U. Chouaibou. Okay. How can I help you? Um, I do, I do order my, uh, my, uh, my insurance medical card, but, uh, I don't have it. I was in the office today while I work and they tell me to call this number. Maybe you're going to send me, sending me the card. Okay. I could check to see if you have it became active already. And if so, I can go ahead and email it to you. Um, can I pe-... please get the name of the staffing agency that you work for? You need the email? No, I need the name of the staffing agency that you work for. What's the name of the staffing agency? Email? Mm-hmm. Yeah. Of the staffing agency. Yeah. Hold on. Uh, Crown. Mm-hmm. The name is Crown. Crown? Crown. C-R- T-R-O-W-N. Okay. And then, can you give me the last four of your Social? The Social number? Yeah, the last four. The last four is, uh, 7433. 7433? Yeah. 33, yeah. And what's your last name? S-O-W. Okay, thank you. Okay. Um, can you please verify your address and date of birth for me? Yeah. Hold on. Hold on. Okay. The address is, uh, 9800- I have a different address. Yeah. That is new address. How you know? The one address I have before- Mm-hmm. ... the one I have before, I move, I move this address now. I have a new address. What is it? The new one is, uh- No, I need the, I need the old one. I need the old address. I need you to verify this address. Oh, the old one is, uh... Yeah, the old one was, uh, 1247 North and South Road. Mm-hmm. And what city and state? Kelby, Missouri, USA. And what's your, and what's your, um, date of birth? Date of birth? Mm-hmm. Date of birth is, uh... What's, what's your date of birth? Ah, date of birth? Mm-hmm. Uh, December, December 21, 1986. Okay. Thank you. And then, uh, if you want, I can go ahead and update your address. What's your new address? I can change it. Yeah, that's why... Okay. The new address is, uh, 1800- Mm-hmm. Yes. Ten, Ten Bark Lane, Ten Bark Lane. Ten like a T like Tom. Mm-hmm. A like apple. Mm-hmm. N like nothing. Hm. B like boy. Mm-hmm. A like apple. Mm-hmm. R, R like Robert. Mm-hmm. K like Kayla. Okay. Lane is L-L-N. Lane. Okay. What city and state? Uh, Kelby, Missouri. Okay. And then, what's the ZIP code? Uh, 63134. Okay. Thank you, sir. Mm-hmm. And then, can you just repeat it so that I'm sure that I have it 100% right? What you want me to repeat it? To, to repeat the full address. Did you say, "1800 10th Street, Ten Bark Lane-" Yes. "... St. Louis, Missouri 63134?" Yeah. Okay. Thank you. All right. And then, do you still have, um... What's your phone number, 'cause I don't have an updated phone number. I have 333-3333. Uh, . Okay. 914... The phone number, right? Mm-hmm. 914-49- Mm-hmm. 07-060. Okay. Thank you. One second. And then, um, is your address, I mean, sorry, is your email still the same one on file? Yeah. Which is S-O-H-I-B-O-U-S-O-W 259 at gmail.com? Is it still the same? That's right. The same one, yeah. Okay. Thank you. All right. So, I was gonna let you know that your coverage is still not active. It's still not active?

Mm-mm. So you are, um... You did enroll into the MEC TRS, but it still hasn't gone into effect. Okay. It's still in the system, right? Yeah. It's still in the system. You're enrolled, but it's still not active. Um, we still haven't gotten the first deduction from your staffing agency. So once they deduct the money, the \$15.66, I'm sorry, \$15.67 from your paycheck, the following Monday, your plan becomes effective. So you just have to wait for them to deduct it from your paycheck and then that following Monday your coverage becomes active. But since they haven't done it yet, you're still not active in the system. You just have to wait for them to do the first one. Okay. You think, you think, uh, how much paycheck you needed to activate it? So once they deduct it out of your paycheck, once they do the first deduction, they haven't done any deductions yet, so that's why you're not active yet. Okay. So once you see the first deduction of the \$15.67 come out of your check, the following Monday, your plan becomes active. The follow... The, the following next Monday? The following Monday of the first deduction. Okay. Gotcha. Okay? All right.

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: Uh, hi, Stephanie. Uh, how are you today?

Speaker speaker_0: Good. How about you?

Speaker speaker_1: Hey, uh, Stephanie, uh, my name is, um, Doyibou Sow. Uh, C-H-O-U-A-I-B-O-U. Chouaibou.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: Um, I do, I do order my, uh, my, uh, my insurance medical card, but, uh, I don't have it. I was in the office today while I work and they tell me to call this number. Maybe you're going to send me, sending me the card.

Speaker speaker_0: Okay. I could check to see if you have it became active already. And if so, I can go ahead and email it to you. Um, can I pe-... please get the name of the staffing agency that you work for?

Speaker speaker_1: You need the email?

Speaker speaker_0: No, I need the name of the staffing agency that you work for. What's the name of the staffing agency?

Speaker speaker_1: Email?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah.

Speaker speaker_0: Of the staffing agency.

Speaker speaker_1: Yeah. Hold on. Uh, Crown.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: The name is Crown.

Speaker speaker_0: Crown?

Speaker speaker_1: Crown. C-R- T-R-O-W-N.

Speaker speaker_0: Okay. And then, can you give me the last four of your Social?

Speaker speaker_1: The Social number?

Speaker speaker_0: Yeah, the last four.

Speaker speaker_1: The last four is, uh, 7433.

Speaker speaker_0: 7433?

Speaker speaker_1: Yeah. 33, yeah.

Speaker speaker_0: And what's your last name?

Speaker speaker_1: S-O-W.

Speaker speaker_0: Okay, thank you. Okay. Um, can you please verify your address and date of birth for me?

Speaker speaker_1: Yeah. Hold on. Hold on. Okay. The address is, uh, 9800-

Speaker speaker_0: I have a different address.

Speaker speaker_1: Yeah. That is new address.

Speaker speaker_0: How you know?

Speaker speaker_1: The one address I have before-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the one I have before, I move, I move this address now. I have a new address.

Speaker speaker_0: What is it?

Speaker speaker_1: The new one is, uh-

Speaker speaker_0: No, I need the, I need the old one. I need the old address. I need you to verify this address.

Speaker speaker_1: Oh, the old one is, uh... Yeah, the old one was, uh, 1247 North and South Road.

Speaker speaker_0: Mm-hmm. And what city and state?

Speaker speaker_1: Kelby, Missouri, USA.

Speaker speaker_0: And what's your, and what's your, um, date of birth?

Speaker speaker_1: Date of birth?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Date of birth is, uh...

Speaker speaker_0: What's, what's your date of birth?

Speaker speaker_1: Ah, date of birth?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, December, December 21, 1986.

Speaker speaker_0: Okay. Thank you. And then, uh, if you want, I can go ahead and update your address. What's your new address? I can change it.

Speaker speaker_1: Yeah, that's why... Okay. The new address is, uh, 1800-

Speaker speaker_0: Mm-hmm. Yes.

Speaker speaker_1: Ten, Ten Bark Lane, Ten Bark Lane. Ten like a T like Tom.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: A like apple.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: N like nothing.

Speaker speaker_0: Hm.

Speaker speaker_1: B like boy.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: A like apple.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: R, R like Robert.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: K like Kayla.

Speaker speaker_0: Okay.

Speaker speaker_1: Lane is L-L-N. Lane.

Speaker speaker_0: Okay. What city and state?

Speaker speaker_1: Uh, Kelby, Missouri.

Speaker speaker_0: Okay. And then, what's the ZIP code?

Speaker speaker_1: Uh, 63134.

Speaker speaker_0: Okay. Thank you, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, can you just repeat it so that I'm sure that I have it 100% right?

Speaker speaker_1: What you want me to repeat it?

Speaker speaker_0: To, to repeat the full address. Did you say, "1800 10th Street, Ten Bark Lane-"

Speaker speaker_1: Yes.

Speaker speaker_0: "... St. Louis, Missouri 63134?"

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Thank you. All right. And then, do you still have, um... What's your phone number, 'cause I don't have an updated phone number. I have 333-3333.

Speaker speaker_2: Uh, . Okay. 914... The phone number, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: 914-49-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: 07-060.

Speaker speaker_0: Okay. Thank you. One second. And then, um, is your address, I mean, sorry, is your email still the same one on file?

Speaker speaker_2: Yeah.

Speaker speaker_0: Which is S-O-H-I-B-O-U-S-O-W 259 at gmail.com? Is it still the same?

Speaker speaker_2: That's right. The same one, yeah.

Speaker speaker_0: Okay. Thank you. All right. So, I was gonna let you know that your coverage is still not active.

Speaker speaker_2: It's still not active?

Speaker speaker_0: Mm-mm. So you are, um... You did enroll into the MEC TRS, but it still hasn't gone into effect.

Speaker speaker_2: Okay. It's still in the system, right?

Speaker speaker_0: Yeah. It's still in the system. You're enrolled, but it's still not active. Um, we still haven't gotten the first deduction from your staffing agency. So once they deduct the money, the \$15.66, I'm sorry, \$15.67 from your paycheck, the following Monday, your plan becomes effective. So you just have to wait for them to deduct it from your paycheck and then that following Monday your coverage becomes active. But since they haven't done it yet, you're still not active in the system. You just have to wait for them to do the first one.

Speaker speaker_2: Okay. You think, you think, uh, how much paycheck you needed to activate it?

Speaker speaker_0: So once they deduct it out of your paycheck, once they do the first deduction, they haven't done any deductions yet, so that's why you're not active yet.

Speaker speaker_2: Okay.

Speaker speaker_0: So once you see the first deduction of the \$15.67 come out of your check, the following Monday, your plan becomes active.

Speaker speaker_2: The follow... The, the following next Monday?

Speaker speaker_0: The following Monday of the first deduction.

Speaker speaker_2: Okay. Gotcha.

Speaker speaker_0: Okay?

Speaker speaker_2: All right.