

## **Transcript: Estefania**

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### **Full Transcript**

Hello? Hey, good afternoon. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, my name is Trey. Uh, I was wondering 'cause uh, I had, uh... I had started working for this company called OnTrack, uh, they're called OnTrack. And when I applied, they were asking me if I wanted like dental, you know, insurance and a bunch of other insurance and I f- and I said dental insurance. And I was wondering if, if... how it works so I t- I asked, I asked the, uh, I asked them, they told me to call their number and tell me if, if they took it out from my check, my pay check or... I can check. Um, which staffing agency did you say it was? Uh, OnTrack. OnTrack? Okay. Yeah. And then, what are the last four of your Social? Uh, 3320. And your first and last name? Trey Barrera. T-R-E-Y B-A-R-R-E-R-A. Okay, for security purposes, can you verify your address and date of birth? Uh, 7137 Robin Hood Lane, 11/10/2006. Okay, thank you. And then, um, what was that city and state? Uh, Fort Worth, Texas. Okay, thank you. And then I have the phone number as 817-784-5681 as your phone number? Yes, ma'am. Okay. Trey, I have... T-R-E-Y B-I-L-L-O@icard.com. Is that a Yeah. ... you? Yes, ma'am. So yeah, you still have active coverage. Oh, actually you enrolled into dental for \$3.63 but it never became active 'cause they never did deductions from your paycheck for it. Was that your question? Yes, ma'am. I was trying to see if I had the, the dental. Well, you are enrolled into it, but you're not active yet because they hadn't, haven't done any deductions from your paycheck for it. Once you see the first deduction of the \$3.63 come out of your check, the following Monday, your plan becomes effective. But since they haven't done the first one, you still don't have any active coverage. Okay. Uh... 'Cause I don't, I don't know how to look and check and see if comes out. That's what I don't get. So if you want, if you're not sure, you're always welcome to call every, like, every week to see if we have received it. 'Cause it really just depends on OnTrack of when they do the first deduction. We don't have, um, control over their pay stubs so we wouldn't be able to tell you. Typically, we enroll it the same week but sometimes it does take longer. So you're welcome to be calling throughout the week to see if, um, they... if we've received it. Like, so if you get paid Friday, I would call the first of the pay. Yeah, I know that works. Yeah, well, I just, when I... if there's time, uh, I'll come right over there and get that paid. Ooh, I'm sorry. I'm having trouble hearing you. Oh, I was saying, uh, I... That's okay, that'll work. I, uh, I will call, uh, like I say, every every, uh, uh, like couple date that I get paid every week. Okay, yep. So if you get paid Friday, that means if they do the deductions the Friday, that means Monday, it would become active. So I would check every Monday. Okay then. I'll, I'll... Okay. Thank you. I will call every Monday then. Okay. I hope you have a great day. Thank you. Okay, you too.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hey, good afternoon. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_0: Uh, yes, my name is Trey. Uh, I was wondering 'cause uh, I had, uh... I had started working for this company called OnTrack, uh, they're called OnTrack. And when I applied, they were asking me if I wanted like dental, you know, insurance and a bunch of other insurance and I f- and I said dental insurance. And I was wondering if, if... how it works so I t- I asked, I asked the, uh, I asked them, they told me to call their number and tell me if, if they took it out from my check, my pay check or...

Speaker speaker\_1: I can check. Um, which staffing agency did you say it was?

Speaker speaker\_0: Uh, OnTrack.

Speaker speaker\_1: OnTrack? Okay.

Speaker speaker\_0: Yeah.

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

Speaker speaker\_0: Uh, 3320.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_0: Trey Barrera. T-R-E-Y B-A-R-R-E-R-A.

Speaker speaker\_1: Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker\_0: Uh, 7137 Robin Hood Lane, 11/10/2006.

Speaker speaker\_1: Okay, thank you. And then, um, what was that city and state?

Speaker speaker\_0: Uh, Fort Worth, Texas.

Speaker speaker\_1: Okay, thank you. And then I have the phone number as 817-784-5681 as your phone number?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Trey, I have... T-R-E-Y B-I-L-L-O@icard.com. Is that a

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... you?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: So yeah, you still have active coverage. Oh, actually you enrolled into dental for \$3.63 but it never became active 'cause they never did deductions from your paycheck for it. Was that your question?

Speaker speaker\_0: Yes, ma'am. I was trying to see if I had the, the dental.

Speaker speaker\_1: Well, you are enrolled into it, but you're not active yet because they hadn't, haven't done any deductions from your paycheck for it. Once you see the first deduction of the \$3.63 come out of your check, the following Monday, your plan becomes effective. But since they haven't done the first one, you still don't have any active coverage.

Speaker speaker\_0: Okay. Uh... 'Cause I don't, I don't know how to look and check and see if it comes out. That's what I don't get.

Speaker speaker\_1: So if you want, if you're not sure, you're always welcome to call every, like, every week to see if we have received it. 'Cause it really just depends on OnTrack of when they do the first deduction. We don't have, um, control over their pay stubs so we wouldn't be able to tell you. Typically, we enroll it the same week but sometimes it does take longer. So you're welcome to be calling throughout the week to see if, um, they... if we've received it. Like, so if you get paid Friday, I would call the first of the pay.

Speaker speaker\_0: Yeah, I know that works. Yeah, well, I just, when I... if there's time, uh, I'll come right over there and get that paid.

Speaker speaker\_1: Ooh, I'm sorry. I'm having trouble hearing you.

Speaker speaker\_0: Oh, I was saying, uh, I... That's okay, that'll work. I, uh, I will call, uh, like I say, every ev- every, uh, uh, like couple date that I get paid every week.

Speaker speaker\_1: Okay, yep. So if you get paid Friday, that means if they do the deductions the Friday, that means Monday, it would become active. So I would check every Monday.

Speaker speaker\_0: Okay then. I'll, I'll... Okay. Thank you. I will call every Monday then.

Speaker speaker\_1: Okay. I hope you have a great day. Thank you.

Speaker speaker\_0: Okay, you too.