

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits In a Card. Um, I'm currently calling because you called to enroll in system benefits yesterday. Mm-hmm. Um, so I was actually calling just to let you know that you are eligible. Okay. I filled out the form. So she said that it won't be, you know, Thank you for calling Benefits In A Card. After my first check will be home next, next week. Um, so I don't see any coverage in your, in your active file. Yeah. Um, so I don't know..... Well, I filled out the form. I don't know if you want... She filled out the form when I was at work. Gotcha. Um, let me ask if, 'cause I don't, I don't really know how, how long it takes for us to receive that. So I don't know if you want me to just go ahead and select it for you over the phone. I just want the dental. You just want a dental? Yes, ma'am. For employee only or did you want the dependents? None. So just by yourself, right? Yes, ma'am. Okay. And then that's a weekly deduction of \$3.38 from your paycheck. Okay? Um, please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the first deduction, the \$3.38 from your paycheck, the following Monday of that first deduction is when your dental plan becomes effective, and by that first week of active coverage, you should be getting your card. And if you have a dentist appointment and still don't have your card, you're welcome to give us a call and we can email it to you. Um, but I went ahead and enrolled you into a dental. Okay, thank you. You're welcome. Have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits In a Card. Um, I'm currently calling because you called to enroll in system benefits yesterday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so I was actually calling just to let you know that you are eligible.

Speaker speaker_1: Okay. I filled out the form. So she said that it won't be, you know,

Speaker speaker_2: Thank you for calling Benefits In A Card.

Speaker speaker_1: After my first check will be home next, next week.

Speaker speaker_0: Um, so I don't see any coverage in your, in your active file.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so I don't know.....

Speaker speaker_1: Well, I filled out the form.

Speaker speaker_0: I don't know if you want...

Speaker speaker_2: She filled out the form when I was at work.

Speaker speaker_0: Gotcha. Um, let me ask if, 'cause I don't, I don't really know how, how long it takes for us to receive that. So I don't know if you want me to just go ahead and select it for you over the phone.

Speaker speaker_1: I just want the dental.

Speaker speaker_0: You just want a dental?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: For employee only or did you want the dependents?

Speaker speaker_1: None.

Speaker speaker_0: So just by yourself, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then that's a weekly deduction of \$3.38 from your paycheck. Okay? Um, please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the first deduction, the \$3.38 from your paycheck, the following Monday of that first deduction is when your dental plan becomes effective, and by that first week of active coverage, you should be getting your card. And if you have a dentist appointment and still don't have your card, you're welcome to give us a call and we can email it to you. Um, but I went ahead and enrolled you into a dental.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: You too.