

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. Um, I am calling to, um, see about my benefits. Okay. Um, what staffing agency are you currently working with? PRC. Okay. And then what is the last four of your Social? 1475. Okay. For security purposes, can you please verify your address as well as your date of birth for me? 514 Lasgo Lane, uh, Parlin, New Jersey 08859. Date of birth is 03/16/95. Okay. And then is your phone number still 973-951-2598? Yes. Okay. And then I have your first name, d316@gmail.com. Is that still up to date? Yes. Okay, and then what exactly were your questions, um- I wanted to know if benefits is active for this week? Okay. So, we haven't received that deduction yet, um, for this week. We're still waiting on receiving it. We haven't received that deduction from your staffing agency, so at the moment, you don't have active coverage for this week. Um, also I had put in, I had submitted my pay stub, um, I th- I think that was for last week, showing the, um, I think it was like \$32 had came out. I know that the benefit is like 40-something, and, um, the guy was supposed to submit it some other team, and then I can just pay the difference. Can you check on that? Okay, give me one second. Okay. So you made a payment? It came out of my check. I think 30-something came out. Okay. Do you know for what week it was? Um, because I'm not seeing that, that deduction. That would've been... Do you see any notes from when I called last time? What would've been- So it looks like we're waiting on back office to look into it. Then, once we get the word, word back, the rep that you spoke with will call you back. And that was last on the 8th of this month, um, so it looks like that was last, last Friday. Um, but I don't see... I don't see a payment of 30-something dollars though. That's why I was a little confused. Do you see... Are you looking at the pay stub? Not at your pay stub. So I don't have access to that. I only have access- No. ... to your, um- Yes, I know. I emailed the pay stub to, what was that email address? Um, info@benefitsinacard.com. Gotcha. So they might still be reviewing that. Um, I don't have access to none of that, so I wouldn't be able to tell you, um, about that, the 30-something dollars. So it looks like the main office is still reviewing it if nobody has reached out to you yet. Um, 'cause I know that there is that note saying that the rep that you spoke with will call you back. Yeah. I know he said it only takes about a day, so I was just trying to check on that 'cause I have an appointment coming up, and I just wanna be sure that I can go 'cause like it, 'cause I told him I was willing to pay the 40-something dollars. Mm-hmm. But he said hold off because if the 32 which is what I'm seeing in deductions, it says- Mm-hmm. ... STI and medical, 32.25, so he was gonna, um, check on that and then I just pay the difference. Gotcha. Okay. Um, what week was that for? Was it for this week or was it for last week? That's for check date 11/6, so last week. Okay, give me one second. Do you mind me getting put on a brief hold? No problem. Thank you for checking. Okay. Thank you for your hold. Um, so we're currently still waiting for a response

from PRC. So, I can't really tell you anything right now, because we are still waiting, um, for them to reach back out to us. But by the looks of it, it looks like they should be communicating with you. Um, but we're waiting for a response as well. Okay. So, what is the response? Like, what- what are they asking them? If the deduction was made? Mm-hmm. They can't look at the, um, pay stub and see? Or are they trying to see why the payment didn't get over to you guys? Yes. So, that, and whenever, like, there's a issue with the deductions, we do have to reach out to the staff at agencies, due to the fact that they're the ones who do the deduction. So, we did reach out, but we're still waiting, um, for their response. So, I wouldn't really be able to tell you if you could pay the difference. I would just continue waiting. I don't think they should take that long to follow, follow up with us, um. But, but we did send the information over as well. So, we're just waiting also. Okay. Um- Yes, ma'am. ... I get paid this week on Wednesday, which will be a full check, so the deduction should come out as normal. So, when you guys receive it, that would make me active for next week. Correct. This- Next week, when- No, for this week. Oh, for this week? Yes, ma'am. Oh, okay. Well then, all right, I'll just wait till Wednesday, tomorrow. No, because it- How many days does it take for you guys to get the deduction? So, if I get paid tomorrow, would you get the deduction tomorrow? Hmm, I wouldn't really be... It just depends with the staffing agencies. Um, I wouldn't really be able to tell you, though. 'Cause, it's- it's- it's just different. Okay. I wouldn't really know when, um, we would receive it. But you're welcome to call back tomorrow to see if we have received that deduction for this week. Okay, thank you. Yes, ma'am. You're welcome. Um, I don't know if you might have any more questions. But if you do have any more questions, you're welcome to always give us a call. Okay, great. Thank you so much. You're welcome. I hope you have a great day. Mm, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello. Um, I am calling to, um, see about my benefits.

Speaker speaker_1: Okay. Um, what staffing agency are you currently working with?

Speaker speaker_2: PRC.

Speaker speaker_1: Okay. And then what is the last four of your Social?

Speaker speaker_2: 1475.

Speaker speaker_1: Okay. For security purposes, can you please verify your address as well as your date of birth for me?

Speaker speaker_2: 514 Lasgo Lane, uh, Parlin, New Jersey 08859. Date of birth is 03/16/95.

Speaker speaker_1: Okay. And then is your phone number still 973-951-2598?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then I have your first name, d316@gmail.com. Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and then what exactly were your questions, um-

Speaker speaker_2: I wanted to know if benefits is active for this week?

Speaker speaker_1: Okay. So, we haven't received that deduction yet, um, for this week. We're still waiting on receiving it. We haven't received that deduction from your staffing agency, so at the moment, you don't have active coverage for this week.

Speaker speaker_2: Um, also I had put in, I had submitted my pay stub, um, I th- I think that was for last week, showing the, um, I think it was like \$32 had came out. I know that the benefit is like 40-something, and, um, the guy was supposed to submit it some other team, and then I can just pay the difference. Can you check on that?

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: So you made a payment?

Speaker speaker_2: It came out of my check. I think 30-something came out.

Speaker speaker_1: Okay. Do you know for what week it was? Um, because I'm not seeing that, that deduction.

Speaker speaker_2: That would've been... Do you see any notes from when I called last time? What would've been-

Speaker speaker_1: So it looks like we're waiting on back office to look into it. Then, once we get the word, word back, the rep that you spoke with will call you back. And that was last on the 8th of this month, um, so it looks like that was last, last Friday. Um, but I don't see... I don't see a payment of 30-something dollars though. That's why I was a little confused.

Speaker speaker_2: Do you see... Are you looking at the pay stub?

Speaker speaker_1: Not at your pay stub. So I don't have access to that. I only have access-

Speaker speaker_2: No.

Speaker speaker_1: ... to your, um-

Speaker speaker_2: Yes, I know. I emailed the pay stub to, what was that email address? Um, info@benefitsinacard.com.

Speaker speaker_1: Gotcha. So they might still be reviewing that. Um, I don't have access to none of that, so I wouldn't be able to tell you, um, about that, the 30-something dollars. So it looks like the main office is still reviewing it if nobody has reached out to you yet. Um, 'cause I

know that there is that note saying that the rep that you spoke with will call you back.

Speaker speaker_2: Yeah. I know he said it only takes about a day, so I was just trying to check on that 'cause I have an appointment coming up, and I just wanna be sure that I can go 'cause like it, 'cause I told him I was willing to pay the 40-something dollars.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But he said hold off because if the 32 which is what I'm seeing in deductions, it says-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... STI and medical, 32.25, so he was gonna, um, check on that and then I just pay the difference.

Speaker speaker_1: Gotcha. Okay. Um, what week was that for? Was it for this week or was it for last week?

Speaker speaker_2: That's for check date 11/6, so last week.

Speaker speaker_1: Okay, give me one second. Do you mind me getting put on a brief hold?

Speaker speaker_2: No problem. Thank you for checking.

Speaker speaker_1: Okay. Thank you for your hold. Um, so we're currently still waiting for a response from PRC. So, I can't really tell you anything right now, because we are still waiting, um, for them to reach back out to us. But by the looks of it, it looks like they should be communicating with you. Um, but we're waiting for a response as well.

Speaker speaker_2: Okay. So, what is the response? Like, what- what are they asking them? If the deduction was made?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: They can't look at the, um, pay stub and see? Or are they trying to see why the payment didn't get over to you guys?

Speaker speaker_1: Yes. So, that, and whenever, like, there's a issue with the deductions, we do have to reach out to the staff at agencies, due to the fact that they're the ones who do the deduction. So, we did reach out, but we're still waiting, um, for their response. So, I wouldn't really be able to tell you if you could pay the difference. I would just continue waiting. I don't think they should take that long to follow, follow up with us, um. But, but we did send the information over as well. So, we're just waiting also.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... I get paid this week on Wednesday, which will be a full check, so the deduction should come out as normal. So, when you guys receive it, that would make me active for next week.

Speaker speaker_1: Correct. This-

Speaker speaker_2: Next week, when-

Speaker speaker_1: No, for this week.

Speaker speaker_2: Oh, for this week?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, okay. Well then, all right, I'll just wait till Wednesday, tomorrow.

Speaker speaker_1: No, because it-

Speaker speaker_2: How many days does it take for you guys to get the deduction? So, if I get paid tomorrow, would you get the deduction tomorrow?

Speaker speaker_1: Hmm, I wouldn't really be... It just depends with the staffing agencies. Um, I wouldn't really be able to tell you, though. 'Cause, it's- it's- it's just different.

Speaker speaker_2: Okay.

Speaker speaker_1: I wouldn't really know when, um, we would receive it. But you're welcome to call back tomorrow to see if we have received that deduction for this week.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yes, ma'am. You're welcome. Um, I don't know if you might have any more questions. But if you do have any more questions, you're welcome to always give us a call.

Speaker speaker_2: Okay, great. Thank you so much.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: Mm, bye.