

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? Hello, Stephanie. My name is Shaw Longgardner. I needed to see... Um, I'm getting disability taken out on my check and I don't remember which disability that is. Okay. I could check to see if you have any active coverage. What staff and agency do you work for? Um, Innovative Staff Solutions. Okay. And then what are the last four of your Social? 2847. And you said your name was Shaw? Yes. That's it. Longgardner? S-H-A-W... Longardner, yes. Okay. For security purposes, can you please verify your address and date of birth for me? My address is 541 North Cherry Street, Centralia, Illinois 62801, and my birthday is March 18th, 1973. Okay. 941-916-0365 is your phone number? That is correct. Okay. And then I have your last name @gmail.com. Is that to date... Ooh, my last name with an s @gmail.com. Okay. Thank you. You're welcome. All right. Let me verify and see if you do. Give me a second. Okay. So yeah. So it looks like you do have active coverage. Let me see. You have been enrolled into group accident for employee only. That's \$1.86 weekly from your paycheck. Dental for employee only for \$3.38 weekly from your paycheck. Short-term disability for employee only for \$3.66 weekly from your paycheck. Term life for employee only for \$1.96 from your paycheck. And vision for employee only for \$1.99, being a weekly deduction of \$12.85 weekly from your paycheck. So yeah, it looks like Innovation Staff Solutions has been making these weekly deductions for these plans. Oh, okay. I just wanted to check to make sure. I appreciate you. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

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: Hello, Stephanie. My name is Shaw Longgardner. I needed to see... Um, I'm getting disability taken out on my check and I don't remember which disability that is.

Speaker speaker_0: Okay. I could check to see if you have any active coverage. What staff and agency do you work for?

Speaker speaker_1: Um, Innovative Staff Solutions.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 2847.

Speaker speaker_0: And you said your name was Shaw?

Speaker speaker_1: Yes. That's it.

Speaker speaker_0: Longgardner?

Speaker speaker_1: S-H-A-W... Longardner, yes.

Speaker speaker_0: Okay. For security purposes, can you please verify your address and date of birth for me?

Speaker speaker_1: My address is 541 North Cherry Street, Centralia, Illinois 62801, and my birthday is March 18th, 1973.

Speaker speaker_0: Okay. 941-916-0365 is your phone number?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. And then I have your last name @gmail.com. Is that to date...

Speaker speaker_1: Ooh, my last name with an s @gmail.com.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: All right. Let me verify and see if you do. Give me a second. Okay. So yeah. So it looks like you do have active coverage. Let me see. You have been enrolled into group accident for employee only. That's \$1.86 weekly from your paycheck. Dental for employee only for \$3.38 weekly from your paycheck. Short-term disability for employee only for \$3.66 weekly from your paycheck. Term life for employee only for \$1.96 from your paycheck. And vision for employee only for \$1.99, being a weekly deduction of \$12.85 weekly from your paycheck. So yeah, it looks like Innovation Staff Solutions has been making these weekly deductions for these plans.

Speaker speaker_1: Oh, okay. I just wanted to check to make sure. I appreciate you. Thank you.

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

Speaker speaker_1: You too. Bye-bye.