

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? Hi, um, my name is, uh, Richie Chen. How can I help you? Yes, um, on last two week, on Friday last two week, I, I have enrolled a BIC through the phone and then, um, I forgot that lady's name and then she, she told me that, um, after a week I will get, like, a, a card. I mean... Mm-hmm. They send to my house, but right now I haven't received anything. I went through my email. Okay. Well, the email, you actually have to call and request. We don't automatically send that out to you. So if you need your cards, I can email them to you. And typically it does take, like, one or three weeks for you to receive your card sometimes. Oh, okay, okay. It just depends. But I can check. What's, um, the staffing agency that you're with? Um, uh, TRC. And then what are the last four of your Social? 0700. Okay. You said 0070? Pardon? You said 0070? Yeah, 0700. 0700. Okay. And your first and last name? Uh, first name is Richie Chen and last name is Ma, M-A-M. Okay. Can you please verify your address and date of birth for security purposes? The date of birth? Mm-hmm. It's, uh, on November 2nd, 1981. November 2nd? Yeah. 1981. Okay. And then, um, I actually have a different, uh, birthday. Oh! Can you pl-... Can you please verify your full, um, Social? A full Social? Mm-hmm. Because I have a different birthday on file, a different date. Uh, let me just check my Social. 283- Mm-hmm. ... 67- Mm-hmm. ... 0700. Okay. Let me change that, because they had November 10th of 1981. Uh, No- November 2nd. Okay. Yeah. I, I think maybe at this time, maybe my pronunciation is not right. No, you're okay. And then is it still the same address, the 111... Portacatlin. Yeah. Okay. All right. Let me see if you're active. Mm-hmm. So you're still not active. You did enroll into the benefit, um, but we still haven't, um, gotten the first deduction from your staffing agency. So they still haven't done the first deduction from your paycheck. Once they do that first deduction of the 75.53, the following Monday is when your plan would be effective. Oh. And typically it takes one or three weeks for you to receive your cards in mail, um- Oh, okay. ... but if you need... If you do have, like, an appointment coming up while you're active, you can actually call this number and request your, um, cards to be sent out to your email. We can do that, but you do have to call in. Um, but you're still not active because they haven't deducted it from your paycheck yet. Oh. So, um, so I mean, right now, the BIC will contact with TRC or... I don't know. So right now, you don't have active coverage. You did enroll, but it's not effective. So if you go to, like, an appointment, it won't be covered, because you're still not active. So what I, what I can do? I have to... You have to wait for your staffing agency to make the first deduction from your paycheck. Oh, okay. Okay, okay. Mm-hmm. But, so I, I just make sure about them. For, for this right now, does, uh, TRC Agency, they know it, right? Yeah, they know that you enrolled, but they haven't done the deduction on your paycheck. Oh, okay, okay. Okay, okay. Mm-hmm. 'Cause that's all I want to know. Okay. Yeah, so for the card, I mean, maybe one or three week, right? Yeah, or if you're not so sure, you can

always call and we can let you know, because it really just depends on when they do the deduction from your check. Oh, okay, okay. Okay, okay, nice. So if you're not sure, you're welcome to contact us, like, Monday to see if you're active. But like I said, it really... Like, once they do the first deduction from your paycheck, the following Monday, your plan becomes effective. So they haven't deducted any money yet. You still don't have coverage. Oh, okay. Oh, okay, okay. Yeah, I, I will contact with my agency. Okay, that's fine. Yeah, thank you for listening. Yep. You're welcome. Have a nice day. Yeah, you too. Have a good one.

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: Hi, um, my name is, uh, Richie Chen.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Yes, um, on last two week, on Friday last two week, I, I have enrolled a BIC through the phone and then, um, I forgot that lady's name and then she, she told me that, um, after a week I will get, like, a, a card. I mean...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: They send to my house, but right now I haven't received anything. I went through my email.

Speaker speaker_0: Okay. Well, the email, you actually have to call and request. We don't automatically send that out to you. So if you need your cards, I can email them to you. And typically it does take, like, one or three weeks for you to receive your card sometimes.

Speaker speaker_1: Oh, okay, okay.

Speaker speaker_0: It just depends. But I can check. What's, um, the staffing agency that you're with?

Speaker speaker_1: Um, uh, TRC.

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

Speaker speaker_1: 0700.

Speaker speaker_0: Okay. You said 0070?

Speaker speaker_1: Pardon?

Speaker speaker_0: You said 0070?

Speaker speaker_1: Yeah, 0700. 0700.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Uh, first name is Richie Chen and last name is Ma, M-A-M.

Speaker speaker_0: Okay. Can you please verify your address and date of birth for security purposes?

Speaker speaker_1: The date of birth?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's, uh, on November 2nd, 1981.

Speaker speaker_0: November 2nd?

Speaker speaker_1: Yeah. 1981.

Speaker speaker_0: Okay. And then, um, I actually have a different, uh, birthday.

Speaker speaker_1: Oh!

Speaker speaker_0: Can you pl-... Can you please verify your full, um, Social?

Speaker speaker_1: A full Social?

Speaker speaker_0: Mm-hmm. Because I have a different birthday on file, a different date.

Speaker speaker_1: Uh, let me just check my Social. 283-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 67-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 0700.

Speaker speaker_0: Okay. Let me change that, because they had November 10th of 1981.

Speaker speaker_1: Uh, No- November 2nd.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. I, I think maybe at this time, maybe my pronunciation is not right.

Speaker speaker_0: No, you're okay. And then is it still the same address, the 111...

Speaker speaker_1: Portacatlin.

Speaker speaker_0: Yeah. Okay. All right. Let me see if you're active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you're still not active. You did enroll into the benefit, um, but we still haven't, um, gotten the first deduction from your staffing agency. So they still haven't done the first deduction from your paycheck. Once they do that first deduction of the 75.53, the following Monday is when your plan would be effective.

Speaker speaker_1: Oh.

Speaker speaker_0: And typically it takes one or three weeks for you to receive your cards in mail, um-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... but if you need... If you do have, like, an appointment coming up while you're active, you can actually call this number and request your, um, cards to be sent out to your email. We can do that, but you do have to call in. Um, but you're still not active because they haven't deducted it from your paycheck yet.

Speaker speaker_1: Oh. So, um, so I mean, right now, the BIC will contact with TRC or... I don't know.

Speaker speaker_0: So right now, you don't have active coverage. You did enroll, but it's not effective. So if you go to, like, an appointment, it won't be covered, because you're still not active.

Speaker speaker_1: So what I, what I can do? I have to...

Speaker speaker_0: You have to wait for your staffing agency to make the first deduction from your paycheck.

Speaker speaker_1: Oh, okay. Okay, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But, so I, I just make sure about them. For, for this right now, does, uh, TRC Agency, they know it, right?

Speaker speaker_0: Yeah, they know that you enrolled, but they haven't done the deduction on your paycheck.

Speaker speaker_1: Oh, okay, okay. Okay, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 'Cause that's all I want to know. Okay. Yeah, so for the card, I mean, maybe one or three week, right?

Speaker speaker_0: Yeah, or if you're not so sure, you can always call and we can let you know, because it really just depends on when they do the deduction from your check.

Speaker speaker_1: Oh, okay, okay. Okay, okay, nice.

Speaker speaker_0: So if you're not sure, you're welcome to contact us, like, Monday to see if you're active. But like I said, it really... Like, once they do the first deduction from your paycheck, the following Monday, your plan becomes effective. So they haven't deducted any money yet. You still don't have coverage.

Speaker speaker_1: Oh, okay. Oh, okay, okay. Yeah, I, I will contact with my agency.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: Yeah, thank you for listening. Yep.

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

Speaker speaker_1: Yeah, you too. Have a good one.