

Transcript: Francesca

Baez-4732860088401920-6578957794623488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits . I am looking to speak with Mr. Gordon on behalf of Wagner Services Solutions Staffing. On behalf of what? Wagner Services Solutions Staffing, sir. Oh, Wagner. Okay. Mm-hmm. Hi. I'm glad I picked up. Normally I don't. What's up? Good morning. I'm replying back to a text message that you sent us yesterday asking if your coverage was active yet. Yeah. So it's still not active. We haven't received that activation payment yet. Have you seen it being deducted on any of your paychecks so far? Uh, I don't know. Understood. 'Cause I do see here- I don't know. ... we processed your enrollment Friday 15. It usually takes one to two weeks for them to take that deduction and once you see it probably Monday will be when they become active. Okay, so how much longer you think I gotta wait? I would say two more weeks. I will believe you might be active- Oh. ... after December 2nd 'cause this Friday will be the first week. Following Friday, 29th, will be the second week. Mm-hmm. So at some point during the first week of December or afterwards will be when you become active and if there is no issue in their system pulling that payment out. So you're thinking, uh, December 2nd estimate? Possibly. Yes, sir. Right? The only reason why I'm saying possibly is 'cause we don't have access to the check, only Wagner does. And there are- Uh-huh. ... a couple of factors that could delay that payment from being taking out in those two weeks timeframe. Okay. Um, will you guys be sending me an insurance card? So from the benefits that you selected, you're gonna be getting three physical cards. One of your medical cards- Uh-huh. ... will be sent to your email. And then for your- Uh-huh. ... Bria X membership, once you register, you'll have access to that benefit card. So three in total should be- Okay. ... coming to your address. All right. Uh, can you confirm- Go ahead and add by address. ... the address? I was just about to do that. Is it- Like you read my mind. I have 3659 Victoria Maper Drive, Apartment 106, Lakeland, Florida 33805. Perfect. All right. So we should be- Perfect. ... all good to go. All right. Thanks for, uh, calling. Appreciate you. Of course. Thank you for answering. I hope you enjoy the rest of your day. You too. Take care. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca with Benefits . I am looking to speak with Mr. Gordon on behalf of Wagner Services Solutions Staffing.

Speaker speaker_2: On behalf of what?

Speaker speaker_1: Wagner Services Solutions Staffing, sir.

Speaker speaker_2: Oh, Wagner. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Hi. I'm glad I picked up. Normally I don't. What's up?

Speaker speaker_1: Good morning. I'm replying back to a text message that you sent us yesterday asking if your coverage was active yet.

Speaker speaker_2: Yeah.

Speaker speaker_1: So it's still not active. We haven't received that activation payment yet. Have you seen it being deducted on any of your paychecks so far?

Speaker speaker_2: Uh, I don't know.

Speaker speaker_1: Understood. 'Cause I do see here-

Speaker speaker_2: I don't know.

Speaker speaker_1: ... we processed your enrollment Friday 15. It usually takes one to two weeks for them to take that deduction and once you see it probably Monday will be when they become active.

Speaker speaker_2: Okay, so how much longer you think I gotta wait?

Speaker speaker_1: I would say two more weeks. I will believe you might be active-

Speaker speaker_2: Oh.

Speaker speaker_1: ... after December 2nd 'cause this Friday will be the first week. Following Friday, 29th, will be the second week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So at some point during the first week of December or afterwards will be when you become active and if there is no issue in their system pulling that payment out.

Speaker speaker_2: So you're thinking, uh, December 2nd estimate?

Speaker speaker_1: Possibly. Yes, sir.

Speaker speaker_2: Right?

Speaker speaker_1: The only reason why I'm saying possibly is 'cause we don't have access to the check, only Wagner does. And there are-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... a couple of factors that could delay that payment from being taking out in those two weeks timeframe.

Speaker speaker_2: Okay. Um, will you guys be sending me an insurance card?

Speaker speaker_1: So from the benefits that you selected, you're gonna be getting three physical cards. One of your medical cards-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... will be sent to your email. And then for your-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... Bria X membership, once you register, you'll have access to that benefit card. So three in total should be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... coming to your address.

Speaker speaker_2: All right. Uh, can you confirm-

Speaker speaker_1: Go ahead and add by address.

Speaker speaker_2: ... the address?

Speaker speaker_1: I was just about to do that.

Speaker speaker_2: Is it-

Speaker speaker_1: Like you read my mind. I have 3659 Victoria Maper Drive, Apartment 106, Lakeland, Florida 33805.

Speaker speaker_2: Perfect.

Speaker speaker_1: All right. So we should be-

Speaker speaker_2: Perfect.

Speaker speaker_1: ... all good to go.

Speaker speaker_2: All right. Thanks for, uh, calling. Appreciate you.

Speaker speaker_1: Of course. Thank you for answering. I hope you enjoy the rest of your day.

Speaker speaker_2: You too. Take care.

Speaker speaker_1: Bye-bye.