

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today? Oh, I want to see, so I got a... I signed up for work with, uh, with, with you guys, I guess. Um, how long does it take for me to get a card? 'Cause I started paying on it, so I don't know how that works. So you actually signed up for work with a staffing company. The staffing company's the one that's offering you the benefit. Yeah. Usually when you see the first deduction, following Monday, coverage is active. So let's take a look and see the status of your policy. Which staffing company are you with? Focus Management Group. And what are the last four of your Social? 6135. And the last name? Lesko, L-E-S-K-O. All right. For security purposes, can you verify your mailing address and date of birth so we can make sure I'm in the right account? 10 Fay Lane, Phoenix City, Alabama 36870 and 8/10/99. All right. We have the best phone number to reach you down as 920-395-3220, the same one you called on today? Correct. And we have your email address down as last name period first name at yahoo.com? Correct. Okay. So the enrollment for that dental and medical preventative plan is already in process. We're just waiting for them to send over the payment. So from your- Okay. ... paycheck, when you see the first deduction of \$20.85, following Monday of that deduction is when your benefits become active. And in that same week of activation, by Friday of it, is when your carriers are gonna send out the benefit cards. Now they- Okay. ... are gonna be roughly three or four weeks max to get to you because we are only the administrator. The carriers are the ones that send them out. So we can't give you an exact date. But if you need them, rather than waiting all that time for them to come in the mailbox, you can also give us a call during that Wednesday, Thursday of your activation week. By then usually, we have access to the benefit cards to be able to send you the digital copy. Okay. All right. Was there anything else we can assist you with today? Nope. That should be it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. All right. Thank you. My pleasure. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Oh, I want to see, so I got a... I signed up for work with, uh, with, with you guys, I guess. Um, how long does it take for me to get a card? 'Cause I started paying on it, so I don't know how that works.

Speaker speaker_0: So you actually signed up for work with a staffing company. The staffing company's the one that's offering you the benefit.

Speaker speaker_1: Yeah.

Speaker speaker_0: Usually when you see the first deduction, following Monday, coverage is active. So let's take a look and see the status of your policy. Which staffing company are you with?

Speaker speaker_1: Focus Management Group.

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

Speaker speaker_1: 6135.

Speaker speaker_0: And the last name?

Speaker speaker_1: Lesko, L-E-S-K-O.

Speaker speaker_0: All right. For security purposes, can you verify your mailing address and date of birth so we can make sure I'm in the right account?

Speaker speaker_1: 10 Fay Lane, Phoenix City, Alabama 36870 and 8/10/99.

Speaker speaker_0: All right. We have the best phone number to reach you down as 920-395-3220, the same one you called on today?

Speaker speaker_1: Correct.

Speaker speaker_0: And we have your email address down as last name period first name at yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So the enrollment for that dental and medical preventative plan is already in process. We're just waiting for them to send over the payment. So from your-

Speaker speaker_1: Okay.

Speaker speaker_0: ... paycheck, when you see the first deduction of \$20.85, following Monday of that deduction is when your benefits become active. And in that same week of activation, by Friday of it, is when your carriers are gonna send out the benefit cards. Now they-

Speaker speaker_1: Okay.

Speaker speaker_0: ... are gonna be roughly three or four weeks max to get to you because we are only the administrator. The carriers are the ones that send them out. So we can't give you an exact date. But if you need them, rather than waiting all that time for them to come in the mailbox, you can also give us a call during that Wednesday, Thursday of your activation week. By then usually, we have access to the benefit cards to be able to send you the digital copy.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else we can assist you with today?

Speaker speaker_1: Nope. That should be it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: My pleasure.

Speaker speaker_1: Bye-bye.