

Transcript: Francesca

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Full Transcript

Thank you. Thank you. And, uh, my name is Francesca Hausman, can you see me? Hello, my name Pavel Mitchev, uh, I'm, I'm enrolled and, uh, I didn't receive a card, uh, card insurance, actual card. And that's the reason why I'm calling. Can you send me through my mail? I'll have to take a look in your account to see if that's possible. What staffing company do you work with? Uh, um, Jennie or Priscilla. Priscilla Staffing, what are the last four of your Social? Uh... One, one second, one second. Uh, 4244. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yes, uh, 14500, uh, North Street, 49 Place Apartment 328, Bellevue, Washington. And what is your date of birth? May 7th, 2001. We have the best contact, same phone number you called on, 360-441-6617, with the email of veep, I mean p, which is your first initial, your last name and then the number, 615 at gmail.com? Yes, correct. We haven't received the payment for the activation of your benefits, sir. That's the reason why you haven't gotten any card yet. Once we receive the first payment that Monday of that week, Friday will be when the benefits cards are sent out. So, uh, next Monday service payment will be, uh, taken or, can you, can you repeat it again? Unfortunately, I cannot give you an exact day on that because we don't have access to your paycheck. Whenever you see the deduction of the 36.97, probably Monday of the deduction is when the benefits become effective. And that same week of activation, Friday, will be when the carrier sends out their benefit card. Okay. Because I'm looking on my, uh, m- uh, pa- um, payments? Oh, no, no, no, not payments. Uh, uh, pay stubs and I see that, uh, insurance already, uh, took money. Okay. How is the label? Uh... The label? Yes, sir. What is that specific deduction that you're saying is for insurance label as? One second. One... Uh, ooh, ooh, I'm sorry. I'm trying to find, well, what, what do you mean label? Label, sir, so each deduction that's taken out of your paycheck has a name to it. So I need the name of that specific deduction that you're saying was for insurance. Oh, okay. Might be, um, looking in the wrong, uh, date something. Think I misunderstood. Understood. Well, is there anything else we can assist you with today? One second, just a second. Uh, no, that's it. Thank you for your help. She put down some good- You're welcome. Have a great day. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you. And, uh, my name is Francesca Hausman, can you see me?

Speaker speaker_0: Hello, my name Pavel Mitchev, uh, I'm, I'm enrolled and, uh, I didn't receive a card, uh, card insurance, actual card. And that's the reason why I'm calling. Can you

send me through my mail?

Speaker speaker_1: I'll have to take a look in your account to see if that's possible. What staffing company do you work with?

Speaker speaker_0: Uh, um, Jennie or Priscilla.

Speaker speaker_1: Priscilla Staffing, what are the last four of your Social?

Speaker speaker_0: Uh... One, one second, one second. Uh, 4244.

Speaker speaker_1: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_0: Yes, uh, 14500, uh, North Street, 49 Place Apartment 328, Bellevue, Washington.

Speaker speaker_1: And what is your date of birth?

Speaker speaker_0: May 7th, 2001.

Speaker speaker_1: We have the best contact, same phone number you called on, 360-441-6617, with the email of veep, I mean p, which is your first initial, your last name and then the number, 615 at gmail.com?

Speaker speaker_0: Yes, correct.

Speaker speaker_1: We haven't received the payment for the activation of your benefits, sir. That's the reason why you haven't gotten any card yet. Once we receive the first payment that Monday of that week, Friday will be when the benefits cards are sent out.

Speaker speaker_0: So, uh, next Monday service payment will be, uh, taken or, can you, can you repeat it again?

Speaker speaker_1: Unfortunately, I cannot give you an exact day on that because we don't have access to your paycheck. Whenever you see the deduction of the 36.97, probably Monday of the deduction is when the benefits become effective. And that same week of activation, Friday, will be when the carrier sends out their benefit card.

Speaker speaker_0: Okay. Because I'm looking on my, uh, m- uh, pa- um, payments? Oh, no, no, no, not payments. Uh, uh, pay stubs and I see that, uh, insurance already, uh, took money.

Speaker speaker_1: Okay. How is the label?

Speaker speaker_0: Uh... The label?

Speaker speaker_1: Yes, sir. What is that specific deduction that you're saying is for insurance label as?

Speaker speaker_0: One second. One... Uh, ooh, ooh, I'm sorry. I'm trying to find, well, what, what do you mean label?

Speaker speaker_1: Label, sir, so each deduction that's taken out of your paycheck has a name to it. So I need the name of that specific deduction that you're saying was for insurance.

Speaker speaker_0: Oh, okay. Might be, um, looking in the wrong, uh, date something. Think I misunderstood.

Speaker speaker_1: Understood. Well, is there anything else we can assist you with today?

Speaker speaker_0: One second, just a second. Uh, no, that's it. Thank you for your help.

Speaker speaker_2: She put down some good-

Speaker speaker_1: You're welcome. Have a great day.

Speaker speaker_0: Bye-bye.