

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today? Um, yeah. I was calling to see when y'all gonna start taking benefits out my account, money out my account for my benefits? So we don't have access to any of the paychecks. Only the staffing company do. I can only provide you an estimate of when they'll start taking it. Okay. What staffing company do you work with to look at your account? Megaphones in Kinston, North Carolina. What are the last four of your Social and the last name? 2465 Hardy. And to make sure that I located the correct account, please verify your mailing address and date of birth. 905 Chestnut Street, Kinston, North Carolina 28501, 21279. You said my birthday, right? Yes, ma'am. Yes. We have a best phone number to reach you, 252-525-5256. Yes. And we have your email down as first and last name number four at gmail.com? Yes. So Ms. Hardy, we actually don't show any requests for enrollment in your account or any pending enrollment at the moment. Yeah, they... I just called them and they said they see where, um, I applied for but it hasn't been taken out yet. So I'm not sure where they're seeing that. We don't show any document or any online request for enrollment. The last document we received was from back in 2023. So what do they need to do? If they're saying that there's a specific enrollment form, we have not received that, Miss Hardy. As of right now, there's nothing on your account stating that you're either being enrolled or asking for an enrollment at this moment. The first person to touch this account since 2023 is me. Right. Yeah. I had did it in February, February, um, 14th. That's when I enrolled. And usually how long does it take? I know she said- How did- ... it was like after my next, um, paycheck, not the first paycheck. How did you do about enrolling, ma'am? Did you call it in or go online to do it? No, I did it online. And I give them all my information. Do you remember what website it was? I don't remember. It was their website. Okay. I can ask the front line office to look into it, but as of right now, I don't see any online activity requesting benefits either. Okay. I'm gonna- I do see here where you went in- Yeah. ... on February 27th. But it only shows that you updated your personal information. Mm-hmm. Okay. Yeah, 'cause it's supposed to been dental and vision. Okay. I'll ask them to take a look and see if there's anything that we can do on our end. Okay. Um, but we don't show anything regarding that at the moment. All right, but I'm gonna call them back now. And they said I should be giving you a call back within 24 to 48 hours once they go ahead and get back with me regarding this. Okay. All right. Thank you. My pleasure. Have a great day. So do you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yeah. I was calling to see when y'all gonna start taking benefits out my account, money out my account for my benefits?

Speaker speaker_0: So we don't have access to any of the paychecks. Only the staffing company do. I can only provide you an estimate of when they'll start taking it.

Speaker speaker_1: Okay.

Speaker speaker_0: What staffing company do you work with to look at your account?

Speaker speaker_1: Megaphones in Kinston, North Carolina.

Speaker speaker_0: What are the last four of your Social and the last name?

Speaker speaker_1: 2465 Hardy.

Speaker speaker_0: And to make sure that I located the correct account, please verify your mailing address and date of birth.

Speaker speaker_1: 905 Chestnut Street, Kinston, North Carolina 28501, 21279. You said my birthday, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yes.

Speaker speaker_0: We have a best phone number to reach you, 252-525-5256.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as first and last name number four at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So Ms. Hardy, we actually don't show any requests for enrollment in your account or any pending enrollment at the moment.

Speaker speaker_1: Yeah, they... I just called them and they said they see where, um, I applied for but it hasn't been taken out yet.

Speaker speaker_0: So I'm not sure where they're seeing that. We don't show any document or any online request for enrollment. The last document we received was from back in 2023.

Speaker speaker_1: So what do they need to do?

Speaker speaker_0: If they're saying that there's a specific enrollment form, we have not received that, Miss Hardy. As of right now, there's nothing on your account stating that you're either being enrolled or asking for an enrollment at this moment. The first person to touch this account since 2023 is me.

Speaker speaker_1: Right. Yeah. I had did it in February, February, um, 14th. That's when I enrolled. And usually how long does it take? I know she said-

Speaker speaker_0: How did-

Speaker speaker_1: ... it was like after my next, um, paycheck, not the first paycheck.

Speaker speaker_0: How did you do about enrolling, ma'am? Did you call it in or go online to do it?

Speaker speaker_1: No, I did it online. And I give them all my information.

Speaker speaker_0: Do you remember what website it was?

Speaker speaker_1: I don't remember. It was their website.

Speaker speaker_0: Okay. I can ask the front line office to look into it, but as of right now, I don't see any online activity requesting benefits either.

Speaker speaker_1: Okay. I'm gonna-

Speaker speaker_0: I do see here where you went in-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... on February 27th. But it only shows that you updated your personal information.

Speaker speaker_1: Mm-hmm. Okay. Yeah, 'cause it's supposed to been dental and vision.

Speaker speaker_0: Okay. I'll ask them to take a look and see if there's anything that we can do on our end.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but we don't show anything regarding that at the moment.

Speaker speaker_1: All right, but I'm gonna call them back now.

Speaker speaker_0: And they said I should be giving you a call back within 24 to 48 hours once they go ahead and get back with me regarding this.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: So do you.