

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I got a text message from you guys. So, I'm just calling to follow up and see because I called the, um, the company I'm working with and they say that all s- all are set up. Um, I signed up and this, um, message is saying that, "Call Benefit in a Card," then it says to... Oh, I don't have my glasses on, "to enroll, to enroll before your window close, closing." Okay. Yeah, so that text message you received was just a courtesy reminder from your employer letting you know that y- um, to enroll or to make changes before your window closes. Um, uh, bef- however, I can pull your file for you to confirm if you are enrolled in the benefits or if you need to enroll. Um, what's that staffing agency you work for? ISS. Yeah, I called them before I called you and they said that, um, everything is set up. Okay. Um, so Innovative Staff Solutions, what's the last four of your social? 7145. And what was your first and last name again? I'm sorry. Sharon Kayaso. That's okay. And for security purposes, could you verify the home address, including city, state and zip code, Sharon? Uh-huh. 1425 South Seventh Street, Terre Haute, Indiana. And your date of birth? 01251967. And a good telephone number. I have a 786-344-8526. That's correct. And the email, I have a shari, your last name @Hotmail. Uh-huh. Correct. Mokay. So, looking at the file, it looks like you are currently enrolled in the benefits offered through Innovative Staff Solutions. However, checking the calendar, we're still waiting on that first payroll deduction to come through from them. So, once we receive that deduction, you'll become active and then cards will be issued out from there. Okay. So, if anything, we're waiting for them to start deductions on you. Okay, so yeah. So, they should... They are the one who should take care of that because they already make that deduction. Yeah, so they already made that deduction. We're just waiting for them to send that information over to us. Oh, okay. Sure. Yes, I spoke with Chase and she said that everything was okay, and, uh, I asked her if she could have sent me the, um, card number. However, she said that you all would sending me... Oh, sorry. They're going to send me a hard card but, um, is anyway you can send them a message please, that, a, a fake message that you're waiting on that payment? Um, now, they do... They know, um, because I do know that Innovatives usually sends over payroll files on a weekly basis. Um, so usually- Okay. ... once that information is sent, you'll become active and then your cards will be issued out from there. Um, so I do know- Okay. ... that if they say that everything is set up on their end, and, and everything's set up on our end, we're just waiting for them to make deductions on you, okay? Or send it over. Okay. I am... Yes, sorry. I, um, I just speak with, um, one of the, one of them. I did not get the name but she checked and she told me everything was okay, but I said, "Then let me give you guys a call." So push come to shove... Because she, she said, Chase said, the main lady that answered the phone Mm-hmm. ... all the time, she said that they're going to mail me a card. I thought it was them

or who it, the, the insurance company. But she said we're going to... No, yeah. She said they're going to mail you a card but, um, she was going to get the, the, the sent number, the insurance number, the number on the card so she could have sent it to me before the card reach me in case I need it. So, I'm just gonna wait on and see what's going on. Okay. Well, I do know that once you do become active, um, if you've called us back the Thursday or Friday of the week you become active, we can email your ID card to you just so you have it, um, because I do know it does take the actual insurance carrier at least 72 hours to generate policy numbers. Okay. Okay, so thank you. Let's see how I talk to them today if they're going to do that. So I'll just give a call back in a couple of days. Okay. Well, is there anything else I could help you out with today, Sharon? That's it for now. Thank you so much. Have a good one.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I got a text message from you guys. So, I'm just calling to follow up and see because I called the, um, the company I'm working with and they say that all s- all are set up. Um, I signed up and this, um, message is saying that, "Call Benefit in a Card," then it says to... Oh, I don't have my glasses on, "to en- um, to enroll before your window close, closing."

Speaker speaker_1: Okay. Yeah, so that text message you received was just a courtesy reminder from your employer letting you know that y- um, to enroll or to make changes before your window closes. Um, uh, bef- however, I can pull your file for you to confirm if you are enrolled in the benefits or if you need to enroll. Um, what's that staffing agency you work for?

Speaker speaker_2: ISS. Yeah, I called them before I called you and they said that, um, everything is set up.

Speaker speaker_1: Okay. Um, so Innovative Staff Solutions, what's the last four of your social?

Speaker speaker_2: 7145.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Sharon Kayaso. That's okay.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Sharon?

Speaker speaker_2: Uh-huh. 1425 South Seventh Street, Terre Haute, Indiana.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01251967.

Speaker speaker_1: And a good telephone number. I have a 786-344-8526.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email, I have a shari, your last name @Hotmail.

Speaker speaker_2: Uh-huh. Correct.

Speaker speaker_1: Mokay. So, looking at the file, it looks like you are currently enrolled in the benefits offered through Innovative Staff Solutions. However, checking the calendar, we're still waiting on that first payroll deduction to come through from them. So, once we receive that deduction, you'll become active and then cards will be issued out from there.

Speaker speaker_2: Okay.

Speaker speaker_1: So, if anything, we're waiting for them to start deductions on you.

Speaker speaker_2: Okay, so yeah. So, they should... They are the one who should take care of that because they already make that deduction.

Speaker speaker_1: Yeah, so they already made that deduction. We're just waiting for them to send that information over to us.

Speaker speaker_2: Oh, okay. Sure. Yes, I spoke with Chase and she said that everything was okay, and, uh, I asked her if she could have sent me the, um, card number. However, she said that you all would sending me... Oh, sorry. They're going to send me a hard card but, um, is anyway you can send them a message please, that, a, a fake message that you're waiting on that payment?

Speaker speaker_1: Um, now, they do... They know, um, because I do know that Innovatives usually sends over payroll files on a weekly basis. Um, so usually-

Speaker speaker_2: Okay.

Speaker speaker_1: ... once that information is sent, you'll become active and then your cards will be issued out from there. Um, so I do know-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that if they say that everything is set up on their end, and, and everything's set up on our end, we're just waiting for them to make deductions on you, okay? Or send it over.

Speaker speaker_2: Okay. I am... Yes, sorry. I, um, I just speak with, um, one of the, one of them. I did not get the name but she checked and she told me everything was okay, but I said, "Then let me give you guys a call." So push come to shove... Because she, she said, Chase said, the main lady that answered the phone

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... all the time, she said that they're going to mail me a card. I thought it was them or who it, the, the insurance company. But she said we're going to... No, yeah. She said they're going to mail you a card but, um, she was going to get the, the, the sent number, the insurance number, the number on the card so she could have sent it to me before the card reach me in case I need it. So, I'm just gonna wait on and see what's going on.

Speaker speaker_1: Okay. Well, I do know that once you do become active, um, if you've called us back the Thursday or Friday of the week you become active, we can email your ID card to you just so you have it, um, because I do know it does take the actual insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_2: Okay. Okay, so thank you. Let's see how I talk to them today if they're going to do that. So I'll just give a call back in a couple of days.

Speaker speaker_1: Okay. Well, is there anything else I could help you out with today, Sharon?

Speaker speaker_2: That's it for now. Thank you so much. Have a good one.