

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, I'm actually trying to figure out how I could get my card. Yeah. Let me check on that for you. Um, what's that staffing agency you work for? Wagner Staffing Solutions. And the last four of your social? 0798. Okay. And what was your first and last name? Natalie Silva. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Natalie? 906 White Oak Trail, Jonesboro, Georgia 30238. And confirm your date of birth? July 14, 1993. And a good telephone number I have is 404-804-9129. That's correct. And the email I have is cien.85n@gmail.com? Correct. Okay, so let's see here. Let's see. So looking at the file, it looks like you are currently enrolled in the benefits offered through Wagner Services. 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 cards will be issued out from there. Quick question though, have you received your first paycheck? Yes. I received my first paycheck- Okay. ... last, last Friday. Okay. So around the 18th? Correct. And then I got another one coming up this Friday. Okay. So looking at the export history, I do see where they didn't make the deduction for you. So it looks like the effective date would be April 28th. So next Monday of next month- Next... Yeah. Yeah. Monday the 28th. Okay. My apologies. All right. So by then I should be able to get a card? Yeah. Well, you become active in the coverage that Monday, and then physical ID cards- Okay. ... will be received within seven to 10 business days. However, if you call us back Thursday or Friday of next week, we can email them to you just so you have them. Okay, I appreciate that. You're welcome. Is there anything else I can assist you with today, Natalie? No, that's everything. Awesome. Well, you have a wonderful day, okay? Okay. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, I'm actually trying to figure out how I could get my card.

Speaker speaker_0: Yeah. Let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker_1: Wagner Staffing Solutions.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0798.

Speaker speaker_0: Okay. And what was your first and last name?

Speaker speaker_1: Natalie Silva.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Natalie?

Speaker speaker_1: 906 White Oak Trail, Jonesboro, Georgia 30238.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: July 14, 1993.

Speaker speaker_0: And a good telephone number I have is 404-804-9129.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is cien.85n@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so let's see here. Let's see. So looking at the file, it looks like you are currently enrolled in the benefits offered through Wagner Services. 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 cards will be issued out from there. Quick question though, have you received your first paycheck?

Speaker speaker_1: Yes. I received my first paycheck-

Speaker speaker_0: Okay.

Speaker speaker_1: ... last, last Friday.

Speaker speaker_0: Okay. So around the 18th?

Speaker speaker_1: Correct. And then I got another one coming up this Friday.

Speaker speaker_0: Okay. So looking at the export history, I do see where they didn't make the deduction for you. So it looks like the effective date would be April 28th. So next Monday of next month-

Speaker speaker_1: Next... Yeah.

Speaker speaker_0: Yeah. Monday the 28th.

Speaker speaker_1: Okay.

Speaker speaker_0: My apologies.

Speaker speaker_1: All right. So by then I should be able to get a card?

Speaker speaker_0: Yeah. Well, you become active in the coverage that Monday, and then physical ID cards-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will be received within seven to 10 business days. However, if you call us back Thursday or Friday of next week, we can email them to you just so you have them.

Speaker speaker_1: Okay, I appreciate that.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today, Natalie?

Speaker speaker_1: No, that's everything.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.