

Transcript: Justin

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Full Transcript

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Hey. I was calling to see, um, when my insurance kicks in. Okay. What's the staffing agency you work for? Um, Integrity Staffing. Well, Integ- Integrity Trade Services. And the last four of your Social? Mm-hmm. 4409. And your first and last name? Xavier Melford Hunter. And for security purposes, could you verify your home address, including city, state and zip code, Xavier? 1813 Blake Avenue, 53404, Racine, Wisconsin. And your date of birth? 02102001. And a good telephone number I have is 262-282-4725. Correct. And the email I have is xaviermhunter1 at gmail? Yep. Okay. So let's see here. So looking at the file, it looks like you are currently enrolled in the benefits offered through Integrity Trade Services. However, checking my 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. However, quick question. Um, did you receive your paycheck around March 10th? So this past Monday? Um, no. Or last Monday? My apologies. Um, let me get my sheet here. Hold up. Let me look at it real quick. Okay. The only reason why I ask that is 'cause checking the export history, we sent four deductions yesterday. So you should have deductions come out this week for you to become active around the 24th. Right. Um... Hello? Are you still there? Yeah, I'm still here. I'm lookin' at the, uh, thing. I think the... 'Cause I get... I got paid. Last time I got paid was, I wanna say Thursday night into Friday morning. Okay. So let's see. Okay. Um, so y- so yeah. Um, so like I said, um, we're just waiting for i- Integrity to send over those deductions. But I also said checking the export history, we sent four those deductions yesterday for- Yeah, so I got-... yeah, we got paid. ... day to be March 24th. I got paid the 7th. It said a deduction of \$14 and then I got paid the 14th, but it said th- the deduction of, uh, \$0. Okay. Let's see here. What was that \$14 deduction, if you don't mind me asking? Um, the deductions... It doesn't say what the deduction is for. Okay. 'Cause your total premium through us right now is \$35.07. So I'm just kinda confused on where that 14 came from, unless that was taxes or something. Hmm. Let's see. Um, nope, the deduction wasn't from you guys. Okay. But on there it says, um, let me see. Deduction taxes, it says, "14 for admin fee, federal tax 30." Then Medicare says, "\$8, so social security 35, and Wisconsin income, 19." Yes, sir. So those are regular taxes. Now the admin fee, I would honestly reach out to Integrity just to confirm what that is. Um, other than that, yeah, our, your total premium through us would be \$35.07. Um, but like I said earlier, um, we sent for the deduction yesterday, so you should have deductions come out this week for you to become active around next week. Okay. Okay? All right, thank you. You're welcome. Is there anything else I could assist you with today, Xavier? Um, nope, that's it. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey. I was calling to see, um, when my insurance kicks in.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, Integrity Staffing. Well, Integ- Integrity Trade Services.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Mm-hmm. 4409.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Xavier Melford Hunter.

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

Speaker speaker_1: 1813 Blake Avenue, 53404, Racine, Wisconsin.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 02102001.

Speaker speaker_0: And a good telephone number I have is 262-282-4725.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is xaviermhunter1 at gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So let's see here. So looking at the file, it looks like you are currently enrolled in the benefits offered through Integrity Trade Services. However, checking my 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. However, quick question. Um, did you receive your paycheck around March 10th? So this past Monday?

Speaker speaker_1: Um, no.

Speaker speaker_0: Or last Monday? My apologies.

Speaker speaker_1: Um, let me get my sheet here. Hold up. Let me look at it real quick.

Speaker speaker_0: Okay. The only reason why I ask that is 'cause checking the export history, we sent four deductions yesterday. So you should have deductions come out this week for you to become active around the 24th.

Speaker speaker_1: Right. Um...

Speaker speaker_0: Hello? Are you still there?

Speaker speaker_1: Yeah, I'm still here. I'm lookin' at the, uh, thing. I think the... 'Cause I get... I got paid. Last time I got paid was, I wanna say Thursday night into Friday morning.

Speaker speaker_0: Okay.

Speaker speaker_1: So let's see.

Speaker speaker_0: Okay. Um, so y- so yeah. Um, so like I said, um, we're just waiting for i- Integrity to send over those deductions. But I also said checking the export history, we sent four those deductions yesterday for-

Speaker speaker_1: Yeah, so I got-... yeah, we got paid.

Speaker speaker_0: ... day to be March 24th.

Speaker speaker_1: I got paid the 7th. It said a deduction of \$14 and then I got paid the 14th, but it said th- the deduction of, uh, \$0.

Speaker speaker_0: Okay. Let's see here. What was that \$14 deduction, if you don't mind me asking?

Speaker speaker_1: Um, the deductions... It doesn't say what the deduction is for.

Speaker speaker_0: Okay. 'Cause your total premium through us right now is \$35.07. So I'm just kinda confused on where that 14 came from, unless that was taxes or something.

Speaker speaker_1: Hmm. Let's see. Um, nope, the deduction wasn't from you guys.

Speaker speaker_0: Okay.

Speaker speaker_1: But on there it says, um, let me see. Deduction taxes, it says, "14 for admin fee, federal tax 30." Then Medicare says, "\$8, so social security 35, and Wisconsin income, 19."

Speaker speaker_0: Yes, sir. So those are regular taxes. Now the admin fee, I would honestly reach out to Integrity just to confirm what that is. Um, other than that, yeah, our, your total premium through us would be \$35.07. Um, but like I said earlier, um, we sent for the deduction yesterday, so you should have deductions come out this week for you to become active around next week.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: All right, thank you.

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

Speaker speaker_1: Um, nope, that's it.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.