

## **Transcript: Justin**

**Mills-5609042656837632-5590633722363904**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. You are calling Benefits on a Card. Thank you for calling- Yeah, I'll be able to explain. This is Justin. How can I help you today? Hi. Good afternoon, Justin. This is, um, my name is Tamara Yow, and I work for HSS, um, here in Birmingham, Alabama. And I was calling because I've been with this job since October 24th, and I, uh, I applied for or enrolled in dental and as well as health insurance. But, um, I don't... For some odd reason, I just wanted to see if I was active or not, because I needed my numbers and everything for my doctor appointments and visits. Yeah. Let me check on that for you. Um, so HSS, what's the last four of your Social? It's 8344. And for security purposes, can you verify the home address, including city, state and zip code, Tamara? It's 808 Tyler Circle, Apartment C, Hoover, Alabama 35226. And confirm your date of birth. 10/18/1991. And a good telephone number I have is 205-920-9583. Um, no, 920-3583. 3583. Okay. And the email I have is T-R-A-Y L-A-Y L-E-A-H 10@com? Yes. Okay, so let's see here. So, looking at the file, it looks like you are currently enrolled into dental and the VIP Standard, which is your medical plan, all for employee only. However, checking my calendar, we're still waiting for the first payroll deduction to come through from HSS. So, once we receive that deduction, you'll become active, and then cards will be issued out from there. Okay. So I have, I have my, um, temp rep on the phone right now, because this is what I was trying to tell them. Because, like I said, I've been working here for a month. So she can be able, so you can be able to explain to her what's going on. Okay. Hello? Hello? Hi there. Mm-hmm. Uh-huh. Yeah. I see that they've been deducted off our check for the dental 3.38 and, uh, VIP Standard for 15.81. So where's that money's going to 'cause it's been charged? Okay. So, like, I was telling Te- Tamara earlier, um, we're waiting for HSS to send over deductions on all of their employees, um, 'cause usually HSS sends over deductions on a weekly basis. Um, so like I said, we're just waiting for HSS to send over every single employee's deductions for that week. Um, because once we receive that information, they would become active, and cards will be issued out from there. Um, I honestly don't know an exact date when the member will become active. We're just, like I said, we're just waiting for HSS to send over deductions. 'Cause usually once that happens, the member usually becomes active the following Monday. But see, so this is HSS that you're speaking with. So- Yes. ... I'm just, I'm just a person. I don't know what's going on. So- I totally understand. Um- Um, but yes, I, I was, I was speaking to her regarding that. Um, but- Oh, okay. ... I was just informing her that it's sent over on a weekly basis with payroll files. Um, so if payroll sends over all of the deductions on all of the employees usually on a weekly basis, and like I'm, like, looking at the file, I'm not seeing where that payroll file was sent over. So, maybe they're waiting to send over that information. Because it look, it look like you just signed up. You didn't sign up like when you first came alone. You just signed up like a week ago and that's your first

payment. It's coming out of your check on the, um, last week. So that's probably why you guys haven't got the payment yet. Possibly- I'm assuming that's what it is. Possibly 'cause the h- the higher pa- You have it? Yeah. Because you only- My hire date was October 24th. Okay. Right. But this is the first time that they, uh, that they, uh, discount that, for the insurance. You haven't been discounted. This is the first time, uh, last week. Yeah. So, it looks like, looking at the file, it looks like Tamara received her first paycheck on November 4th. Um, so I do know that that's probably the reason why they haven't sent over any information just yet. Um, but honestly, I, I can reach out to my back office to see when they usually will send over payroll files and then reach back out to Tamara letting her know. Okay. Okay. Um, but Tamara, is that 205-920-3583 the callback number for you? Yes, sir. It is. Okay. So, like I said, um, I'll go ahead and reach out to my back office, um, have them reach out to HSS specifically, uh, the, um... Yeah, specifically, have, see when HSS ships over payroll file. Okay. That's, that's fine with me. I mean, I, I just had, I had a major doctor appointment tomorrow, and that's the reason why I called 'cause... Again, 'cause I called, like, a week and a half ago, and I was given the same information. That's the reason why I wanted to get my agency on the phone to speak to y'all so they can actually hear from you guys what was going on. Totally understand. Um, but is there anything else that I could assist you with today until I receive word back from my back office? No, no, sir. I appreciate it. You're welcome. Um, so I do wanna let you know that to receive a word back from my back office, it will take between 24 to 48 business hours. Um, so like I said, once I do receive that word back, I will give you a call back, okay? Yes, sir. Awesome. Well, thank you for calling Benefits on a Card, and I hope you all have a wonderful day, okay? You too. Thank you. Bye-bye. Hello? Hello. Hi. Yeah. Hello. Yeah. But I'm-

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: You are calling Benefits on a Card. Thank you for calling-

Speaker speaker\_2: Yeah, I'll be able to explain.

Speaker speaker\_1: This is Justin. How can I help you today?

Speaker speaker\_2: Hi. Good afternoon, Justin. This is, um, my name is Tamara Yow, and I work for HSS, um, here in Birmingham, Alabama. And I was calling because I've been with this job since October 24th, and I, uh, I applied for or enrolled in dental and as well as health insurance. But, um, I don't... For some odd reason, I just wanted to see if I was active or not, because I needed my numbers and everything for my doctor appointments and visits.

Speaker speaker\_1: Yeah. Let me check on that for you. Um, so HSS, what's the last four of your Social?

Speaker speaker\_2: It's 8344.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Tamara?

Speaker speaker\_2: It's 808 Tyler Circle, Apartment C, Hoover, Alabama 35226.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 10/18/1991.

Speaker speaker\_1: And a good telephone number I have is 205-920-9583.

Speaker speaker\_2: Um, no, 920-3583.

Speaker speaker\_1: 3583. Okay. And the email I have is T-R-A-Y L-A-Y L-E-A-H 10@com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. So, looking at the file, it looks like you are currently enrolled into dental and the VIP Standard, which is your medical plan, all for employee only. However, checking my calendar, we're still waiting for the first payroll deduction to come through from HSS. So, once we receive that deduction, you'll become active, and then cards will be issued out from there.

Speaker speaker\_2: Okay. So I have, I have my, um, temp rep on the phone right now, because this is what I was trying to tell them. Because, like I said, I've been working here for a month. So she can be able, so you can be able to explain to her what's going on.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_3: Hi there.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_3: Uh-huh. Yeah. I see that they've been deducted off our check for the dental 3.38 and, uh, VIP Standard for 15.81. So where's that money's going to 'cause it's been charged?

Speaker speaker\_1: Okay. So, like, I was telling Te- Tamara earlier, um, we're waiting for HSS to send over deductions on all of their employees, um, 'cause usually HSS sends over deductions on a weekly basis. Um, so like I said, we're just waiting for HSS to send over every single employee's deductions for that week. Um, because once we receive that information, they would become active, and cards will be issued out from there. Um, I honestly don't know an exact date when the member will become active. We're just, like I said, we're just waiting for HSS to send over deductions. 'Cause usually once that happens, the member usually becomes active the following Monday.

Speaker speaker\_2: But see, so this is HSS that you're speaking with. So-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... I'm just, I'm just a person. I don't know what's going on. So-

Speaker speaker\_1: I totally understand.

Speaker speaker\_2: Um-

Speaker speaker\_1: Um, but yes, I, I was, I was speaking to her regarding that. Um, but-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... I was just informing her that it's sent over on a weekly basis with payroll files. Um, so if payroll sends over all of the deductions on all of the employees usually on a weekly basis, and like I'm, like, looking at the file, I'm not seeing where that payroll file was sent over. So, maybe they're waiting to send over that information.

Speaker speaker\_3: Because it look, it look like you just signed up. You didn't sign up like when you first came alone. You just signed up like a week ago and that's your first payment. It's coming out of your check on the, um, last week. So that's probably why you guys haven't got the payment yet.

Speaker speaker\_1: Possibly-

Speaker speaker\_3: I'm assuming that's what it is.

Speaker speaker\_1: Possibly 'cause the h- the higher pa-

Speaker speaker\_2: You have it?

Speaker speaker\_3: Yeah. Because you only-

Speaker speaker\_2: My hire date was October 24th. Okay.

Speaker speaker\_3: Right. But this is the first time that they, uh, that they, uh, discount that, for the insurance. You haven't been discounted. This is the first time, uh, last week.

Speaker speaker\_1: Yeah. So, it looks like, looking at the file, it looks like Tamara received her first paycheck on November 4th. Um, so I do know that that's probably the reason why they haven't sent over an- any information just yet. Um, but honestly, I, I can reach out to my back office to see when they usually will send over payroll files and then reach back out to Tamara letting her know.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Okay. Um, but Tamara, is that 205-920-3583 the callback number for you?

Speaker speaker\_2: Yes, sir. It is.

Speaker speaker\_1: Okay. So, like I said, um, I'll go ahead and reach out to my back office, um, have them reach out to HSS specifically, uh, the, um... Yeah, specifically, have, see when HSS ships over payroll file.

Speaker speaker\_2: Okay. That's, that's fine with me. I mean, I, I just had, I had a major doctor appointment tomorrow, and that's the reason why I called 'cause... Again, 'cause I called, like, a week and a half ago, and I was given the same information. That's the reason why I wanted to get my agency on the phone to speak to y'all so they can actually hear from

you guys what was going on.

Speaker speaker\_1: Totally understand. Um, but is there anything else that I could assist you with today until I receive word back from my back office?

Speaker speaker\_2: No, no, sir. I appreciate it.

Speaker speaker\_1: You're welcome. Um, so I do wanna let you know that to receive a word back from my back office, it will take between 24 to 48 business hours. Um, so like I said, once I do receive that word back, I will give you a call back, okay?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits on a Card, and I hope you all have a wonderful day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Hello?

Speaker speaker\_3: Hello. Hi.

Speaker speaker\_2: Yeah. Hello. Yeah.

Speaker speaker\_3: But I'm-