

Transcript: Justin

Mills-6007212748226560-5552509090447360

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Precious Duda. Um, I had enrolled in Benefit back in February, and I just, I still haven't received my card. Oh. My insurance card. Yeah. Yeah. Let me check on that for you. What's that staffing agency you work for? Uh, Noor, N-O-O-R. Noor Staffing. And the last four of your social? Uh, 3273. And for security purposes, can you verify your home address, including city, state and zip code, Precious? Sure. 66 Division Avenue, Asbury Heights, New Jersey 07604. And your date of birth? 11/1/93. And a good telephone number has 201-638-5212? Yep. That's correct. And the email has your last name, presh, @gmail? Yep. Okay. So, let's see here. Quick question. When did you submit that document? Uh. I want to say... Hold on. It's February something, because that's when I started, um, working for them. That's when my contract started. So, it was whenever- Okay. ... I got the, um... Hold on. Let me go back in my email and see. Hmm. Because the only reason why I ask that is because checking the Audit tab, the only thing I'm seeing is where demographic information was updated and where I viewed your file. So, I'm not seeing any document that was submitted. Hmm. I definitely provided a doc- But if you have... Hmm. Yeah. But, but if you have access to that document... Because I know someone who has. Yeah. Okay. Let me try to find it. Hold on, because I know my friend that also works for Noor had the same problems. She never got her card either. But I know she reached out to somebody, and then they said there was some type of problem, and they asked her if they should backdate it, but then I think now she could see her online copy, but she's still waiting for her card. I emailed the same lady, but she never got back to me. Okay. 'Cause if you can, if you can find that document, I can have that document. If you, you can send it to me and I can forward it to my back office and we can investigate and see why you weren't enrolled. Okay. Hmm. You know what I mean? Yeah. Okay. Let me just check one more time. And for the time being, I can reach out to my back office and have them reach out to the client specifically to see if a document was submitted. Okay. Okay. Yeah. Okay. Um, but yeah, I could, I could do that, um, and also s- I was just, go ahead and email you that requested document email just to be on the safe side, just in case you do find it. Um. Mm-hmm. Do you mind if I place you on a brief hold for a second? Yeah. That's fine. Okay. Hello. Are you still there? Yes. I'm here. Awesome. Thank you so much for holding. So, I went ahead and emailed you that requested document to the email we had on file. Okay. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. So, like I said, what I'll go ahead and do, I'll just reach out to my back office and have them reach out to the client specific to see if a document was submitted, um, and if we- Okay. ... do find the document before I do reach back out to you, just send it back to that email I sent you. Okay? Email? Okay. Got it. Okay. But is that 201-638-5212 a good callback number for you? Yes, it is. Yeah. Okay. So, like I said, once I

do receive word back, I will give you that call back. Okay, Precious? Oh. I think I found it, actually. Oh, you, uh, you did? It's the Benefit email. Yeah. But it says completed. Um. Ugh. It wants me to change the password and everything. Okay. I'm gonna fix it and then, um, once I get the document, I'll, I'll email it to you. Awesome. Well, I'll reach out to my back office to see if they can reach out to the client as well. Okay? Okay. Sounds good. Awesome. Well, you have a wonderful day. Okay. Okay, Precious? You, you too. Thank you so much. You're welcome. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. My name is Precious Duda. Um, I had enrolled in Benefit back in February, and I just, I still haven't received my card.

Speaker speaker_0: Oh.

Speaker speaker_1: My insurance card. Yeah.

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

Speaker speaker_1: Uh, Noor, N-O-O-R. Noor Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 3273.

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

Speaker speaker_1: Sure. 66 Division Avenue, Asbury Heights, New Jersey 07604.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/1/93.

Speaker speaker_0: And a good telephone number has 201-638-5212?

Speaker speaker_1: Yep. That's correct.

Speaker speaker_0: And the email has your last name, presh, @gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So, let's see here. Quick question. When did you submit that document?

Speaker speaker_1: Uh. I want to say... Hold on. It's February something, because that's when I started, um, working for them. That's when my contract started. So, it was whenever-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I got the, um... Hold on. Let me go back in my email and see. Hmm.

Speaker speaker_0: Because the only reason why I ask that is because checking the Audit tab, the only thing I'm seeing is where demographic information was updated and where I viewed your file. So, I'm not seeing any document that was submitted.

Speaker speaker_1: Hmm. I definitely provided a doc-

Speaker speaker_0: But if you have... Hmm. Yeah. But, but if you have access to that document...

Speaker speaker_1: Because I know someone who has. Yeah. Okay. Let me try to find it. Hold on, because I know my friend that also works for Noor had the same problems. She never got her card either. But I know she reached out to somebody, and then they said there was some type of problem, and they asked her if they should backdate it, but then I think now she could see her online copy, but she's still waiting for her card. I emailed the same lady, but she never got back to me.

Speaker speaker_0: Okay. 'Cause if you can, if you can find that document, I can have that document. If you, you can send it to me and I can forward it to my back office and we can investigate and see why you weren't enrolled.

Speaker speaker_1: Okay. Hmm. You know what I mean? Yeah. Okay. Let me just check one more time.

Speaker speaker_0: And for the time being, I can reach out to my back office and have them reach out to the client specifically to see if a document was submitted.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: Um, but yeah, I could, I could do that, um, and also s- I was just, go ahead and email you that requested document email just to be on the safe side, just in case you do find it. Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Yeah. That's fine.

Speaker speaker_0: Okay. Hello. Are you still there?

Speaker speaker_1: Yes. I'm here.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you that requested document to the email we had on file.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So, like I said, what I'll go ahead and do, I'll just reach out to my back office and have them reach out to the client specific to see if a document was submitted, um, and if we-

Speaker speaker_1: Okay.

Speaker speaker_0: ... do find the document before I do reach back out to you, just send it back to that email I sent you. Okay?

Speaker speaker_1: Email? Okay. Got it.

Speaker speaker_0: Okay. But is that 201-638-5212 a good callback number for you?

Speaker speaker_1: Yes, it is. Yeah.

Speaker speaker_0: Okay. So, like I said, once I do receive word back, I will give you that call back. Okay, Precious?

Speaker speaker_1: Oh. I think I found it, actually.

Speaker speaker_0: Oh, you, uh, you did?

Speaker speaker_1: It's the Benefit email. Yeah. But it says completed. Um. Ugh. It wants me to change the password and everything. Okay. I'm gonna fix it and then, um, once I get the document, I'll, I'll email it to you.

Speaker speaker_0: Awesome. Well, I'll reach out to my back office to see if they can reach out to the client as well. Okay?

Speaker speaker_1: Okay. Sounds good.

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

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, Precious?

Speaker speaker_1: You, you too. Thank you so much.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.