

Transcript: Justin

Mills-6307118252736512-4868898952495104

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, so my name is Margaret Miller, and I, uh, I work for WorkSmart, and, um, I got, uh, insurance with y'all, but I never did get a card. Um, you work with WorkSmart, you said? Yes. Okay. What's the last four of your Social so I can pull your file for you? 47... 4797. Ma'am, for security purposes, could you verify your home address, including city, state and zip code, Ms. Miller? Uh, it's, uh, 106 Sanders Street, Piedmont, South Carolina, zip code 29673. And confirm your date of birth? 9/15/63. And a good telephone number I have is 864-498-2486? Yes. And the email I have is margaretfm9@gmail? Yeah. Okay. Um, so looking in the file, it looks like the coverage was terminated. Um, did you work with WorkSmart in the past before? Oh, with... When did it terminate it? No, I... I've been with them for a minute. Okay. Um, looks like you were supposed to be enrolled back in January of 2024, but we never received any deductions for that. So, it looks like the coverage was terminated. However, did you recently just start with them, like a new assignment, by any chance, or no? No. No. Nope. I've been with them. Okay. Yeah, 'cause it looks like it was terminated back in May of 2024 due to no deductions. Hmm. Nope, I never... I never did receive the card, even the first time when I'm supposed to have that on with y'all anyway, but I don't know. Um, I didn't know nothing about it had terminated. Yeah. Uh, now, do you have, by any chance, have your pay stubs you could send me by any chance so we could have an investigation? I don't. If you could- I have the, uh... I'll have to call, uh, WorkSmart and tell them what's going on, I guess. Okay. And see if they pull it up on their file and they might just send y'all something or whatever. Okay. Um- So let... What I'll... What I'll go ahead and do, I'll email you the requested document, just so once you do get those pay stubs, you can email them to me. Um, just follow the- No, I'm saying WorkSmart can email it to y'all. I don't have nothing emailed with y'all. I'm just saying that I can tell them what's going on. I'm sure they could email it to you. Okay. Well, you would still need to obtain your pay stubs and send it to us. We can't have WorkSmart- That's what I'm saying. ... send us your pay stubs. Uh, y-... Why not? They the one who got it on their computer. I don't have it. I don't have no ID. Okay. Well, you... They can provide that information to you and then you can send it to us. What difference does it make- That's why I'm emailing you. ... if I don't get it? I don't understand. Okay. Well, is there anything else I can assist you with today, Margaret? No, I'm asking you what difference do it makes if, uh, they send it to you or I send it to you. What difference do that make as long as you receive it? Honestly, I really don't know but... I mean, is... Is there anything else- That's what I'm saying. ... I can assist you with today? If you ain't a hurricane, can I talk to your supervisor or somebody else? 'Cause you ain't answering. I'm trying to ask you a question and you act like you trying to rush me out the phone. No, ma'am. I'm trying to assist you by sending you an email, but you're declining the email. We usually... This is company policy. You have to obtain

your pay stubs from WorkSmart and then forward it to us from your personal work email. It's policy from us at Benefits and a Card. Okay. We can't receive an email from WorkSmart stating, "This is this employee." We... We can't really trust that. So if you have an email from... that's on your file, that you send it to us, we can obtain that and say, "Oh, this is the correct number." Oh, so you cannot, uh, get it... If I tell them to email it to y'all, y'all can't accept that from them? Correct. Because we don't know if that's really them or not, or if it's really you. Okay. We have to get it from that personal email, the margaretfm9@gmail. That's why I'm sending you a requested document email, so you can obtain those pay stubs and then- All right. ... send it through that email. Let me try out now. Okay, thank you. You're welcome.

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: Yeah, so my name is Margaret Miller, and I, uh, I work for WorkSmart, and, um, I got, uh, insurance with y'all, but I never did get a card.

Speaker speaker_0: Um, you work with WorkSmart, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the last four of your Social so I can pull your file for you?

Speaker speaker_1: 47... 4797.

Speaker speaker_0: Ma'am, for security purposes, could you verify your home address, including city, state and zip code, Ms. Miller?

Speaker speaker_1: Uh, it's, uh, 106 Sanders Street, Piedmont, South Carolina, zip code 29673.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 9/15/'63.

Speaker speaker_0: And a good telephone number I have is 864-498-2486?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is margaretfm9@gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so looking in the file, it looks like the coverage was terminated. Um, did you work with WorkSmart in the past before?

Speaker speaker_1: Oh, with... When did it terminate it? No, I... I've been with them for a minute.

Speaker speaker_0: Okay. Um, looks like you were supposed to be enrolled back in January of 2024, but we never received any deductions for that. So, it looks like the coverage was terminated. However, did you recently just start with them, like a new assignment, by any chance, or no?

Speaker speaker_1: No. No. Nope. I've been with them.

Speaker speaker_0: Okay. Yeah, 'cause it looks like it was terminated back in May of 2024 due to no deductions.

Speaker speaker_1: Hmm. Nope, I never... I never did receive the card, even the first time when I'm supposed to have that on with y'all anyway, but I don't know. Um, I didn't know nothing about it had terminated.

Speaker speaker_0: Yeah. Uh, now, do you have, by any chance, have your pay stubs you could send me by any chance so we could have an investigation?

Speaker speaker_1: I don't.

Speaker speaker_0: If you could-

Speaker speaker_1: I have the, uh... I'll have to call, uh, WorkSmart and tell them what's going on, I guess.

Speaker speaker_0: Okay.

Speaker speaker_1: And see if they pull it up on their file and they might just send y'all something or whatever.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: So let... What I'll... What I'll go ahead and do, I'll email you the requested document, just so once you do get those pay stubs, you can email them to me. Um, just follow the-

Speaker speaker_1: No, I'm saying WorkSmart can email it to y'all. I don't have nothing emailed with y'all. I'm just saying that I can tell them what's going on. I'm sure they could email it to you.

Speaker speaker_0: Okay. Well, you would still need to obtain your pay stubs and send it to us. We can't have WorkSmart-

Speaker speaker_1: That's what I'm saying.

Speaker speaker_0: ... send us your pay stubs.

Speaker speaker_1: Uh, y-... Why not? They the one who got it on their computer. I don't have it. I don't have no ID.

Speaker speaker_0: Okay. Well, you... They can provide that information to you and then you can send it to us.

Speaker speaker_1: What difference does it make-

Speaker speaker_0: That's why I'm emailing you.

Speaker speaker_1: ... if I don't get it? I don't understand.

Speaker speaker_0: Okay. Well, is there anything else I can assist you with today, Margaret?

Speaker speaker_1: No, I'm asking you what difference do it makes if, uh, they send it to you or I send it to you. What difference do that make as long as you receive it?

Speaker speaker_0: Honestly, I really don't know but... I mean, is... Is there anything else-

Speaker speaker_1: That's what I'm saying.

Speaker speaker_0: ... I can assist you with today?

Speaker speaker_1: If you ain't a hurricane, can I talk to your supervisor or somebody else? 'Cause you ain't answering. I'm trying to ask you a question and you act like you trying to rush me out the phone.

Speaker speaker_0: No, ma'am. I'm trying to assist you by sending you an email, but you're declining the email. We usually... This is company policy. You have to obtain your pay stubs from WorkSmart and then forward it to us from your personal work email. It's policy from us at Benefits and a Card.

Speaker speaker_1: Okay.

Speaker speaker_0: We can't receive an email from WorkSmart stating, "This is this employee." We... We can't really trust that. So if you have an email from... that's on your file, that you send it to us, we can obtain that and say, "Oh, this is the correct number."

Speaker speaker_1: Oh, so you cannot, uh, get it... If I tell them to email it to y'all, y'all can't accept that from them?

Speaker speaker_0: Correct. Because we don't know if that's really them or not, or if it's really you.

Speaker speaker_1: Okay.

Speaker speaker_0: We have to get it from that personal email, the margaretfm9@gmail. That's why I'm sending you a requested document email, so you can obtain those pay stubs and then-

Speaker speaker_1: All right.

Speaker speaker_0: ... send it through that email.

Speaker speaker_1: Let me try out now. Okay, thank you.

Speaker speaker_0: You're welcome.