

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hi. Yes. I was seeing, how do I get the benefits, um, after... I mean, once I start working for the job, how long does it take? Um, so if you got enrolled in the benefits, pending enrollments do take one to two weeks to go through. However, I can pull your file for you to confirm what actually is going on. Okay. Okay. What's the staffing agency you work for? MAU for Kimberly-Clark in B5. And your last four or so? 8162. And what was your first and last name? Kynia Thomas. K-Y-N-I-A. Okay. And for security purposes, can you verify the home address, including city, state and zip code? 2712 Cardegian Court, Hephzibah, Georgia 30815. And confirm your date of birth. August the 24th, 2005. And a good telephone number has a 706-790-5527. Um, I'm not paying that number, actually. All right. What's a good telephone number for you? 762-218-8617. And just to confirm, 762-218-8617? Yes, sir. And the email I have is thomaskynia at gmail? Yes, sir. Okay. So looking at the file, it looks like you are currently enrolled in a benefits offer through MAU. However, checking the calendar, we're still waiting on the first deduction to happen. So once we receive that deduction, you'll become active and cards will be issued out from there. Okay. And what has been being deducted for the, uh, Medicaid and stuff from my check? What was that again? I'm sorry. I- I've been getting a deduction on my pay for the Medicaid and stuff. I've been paying it. I don't know how much it is, please. Okay. So if you have experienced deductions come off your paycheck, it's just we're waiting on- Mm-hmm. ... MAU to send that information to us at Benefits In A Card. So like I said, once M- MAU sends that information to us, you'll become active and cards will be issued out from there. Okay. Is there anything else I can help you out with today? Not this time. Awesome. Well, you have a wonderful day, okay? Okay. You too. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits In A Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Yes. I was seeing, how do I get the benefits, um, after... I mean, once I start working for the job, how long does it take?

Speaker speaker_1: Um, so if you got enrolled in the benefits, pending enrollments do take one to two weeks to go through. However, I can pull your file for you to confirm what actually

is going on.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: MAU for Kimberly-Clark in B5.

Speaker speaker_1: And your last four or so?

Speaker speaker_2: 8162.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Kynia Thomas. K-Y-N-I-A.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: 2712 Cardegian Court, Hephzibah, Georgia 30815.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: August the 24th, 2005.

Speaker speaker_1: And a good telephone number has a 706-790-5527.

Speaker speaker_2: Um, I'm not paying that number, actually.

Speaker speaker_1: All right. What's a good telephone number for you?

Speaker speaker_2: 762-218-8617.

Speaker speaker_1: And just to confirm, 762-218-8617?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is thomaskynia at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So looking at the file, it looks like you are currently enrolled in a benefits offer through MAU. However, checking the calendar, we're still waiting on the first deduction to happen. So once we receive that deduction, you'll become active and cards will be issued out from there.

Speaker speaker_2: Okay. And what has been being deducted for the, uh, Medicaid and stuff from my check?

Speaker speaker_1: What was that again? I'm sorry.

Speaker speaker_2: I- I've been getting a deduction on my pay for the Medicaid and stuff. I've been paying it. I don't know how much it is, please.

Speaker speaker_1: Okay. So if you have experienced deductions come off your paycheck, it's just we're waiting on-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... MAU to send that information to us at Benefits In A Card. So like I said, once M- MAU sends that information to us, you'll become active and cards will be issued out from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you out with today?

Speaker speaker_2: Not this time.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Okay. You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.