

Transcript: Justin

Mills-6530884155424768-4508286060019712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, hello. Um, my name is Janiah Daniels. I was calling to, um, because my benefits had lapsed for the week, and I had sent in my pay stubs just to confirm if the payments went out or not, and I was checking on that. Um, yeah, let me see. What's the staffing agency you work for? TRC. And the last four of your Social? 1475. And for security purposes, can you verify the home address, including city, state and zip code, Janiah? 514 Lasco Lane, Parlin, New Jersey, um, 08859. And confirm your date of birth? 3/16/95. And a good telephone number I have is 973-951-2598? Yes. And the email I have is janiahd316 at gmail? Yes. Okay, so let's see here. So looking at note history, I do see that the email was received yesterday for the check date 11/6. Um, deductions on pay stub do not match enrollment listed on BW. It was forwarded to the back office, so it looks like our back office is still investigating. I do know that once a response back is ma- or once a response is given, uh, back from the back office, I do know that the rep you spoke with would be giving you a call back. Okay. Uh, but have y'all received any of the deductions yet? Um, no. Honestly, let me see. History. Not that I can see, um, but it looks like my back office is looking into this as of right now. I do know that. Do you know how long it will take? Um, no, they receive word back from the back office. It does take between 24 to 48 business hours, so if you, the email was received yesterday. You may receive a call back Monday or Tuesday. Uh, I'm not 100% sure, but I do know it does take 24 to 48 hours to hear back from our back office. Okay. And my benefits is cut right now, right? Uh, no ma'am. You are still currently enrolled, um, it's just we're investigating to see why the deduction wasn't corrected, um, so we're just waiting for the back office to investigate. Oh, okay. So I have a doctor's appointment, so I'm able to go? Uh, so you're not current... So what... I thought you were asking like if you were like, like the coverage was canceled. That's what I thought you were asking, but as of right now, you're not a- active for this week, if that makes any sense. Okay. So if I'll go to the doctor and they look me up, it won't show active? Show up as ac- correct. Yes, ma'am. Okay. Yeah. Um, but I do know that once, uh, the back office does get back with that representative that you spoke with, I do know that they should be, will, would be giving you a call back. I do know that. Um, but yeah, we're just still waiting for the back office to finish investigating that, that problem. Okay. Are y'all open tomorrow? Um, no, ma'am. We're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Okay. Um... Damn. Long week. Okay. Um, what time do you close? Uh, 8:00 PM Eastern Standard Time. Oh, 8:00 PM. And it would be \$41 for me to, um... Uh, \$41.15, but I do know that we're still investigating to see what the issue is going on, um, so until we receive word back from the back office, I don't think a direct payment would be, uh, how do I put that? Um, necessary, um, because we're still investigating to see what is going on, because I- Okay. We just don't

want you to be double charged, if that makes any sense, you know? Yeah. Okay, thank you. You're welcome. Is there anything else I could help you out with today, Janiah? No, thank you. Awesome. Well, you have a wonderful weekend, okay? You too. All right, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, hello. Um, my name is Janiah Daniels. I was calling to, um, because my benefits had lapsed for the week, and I had sent in my pay stubs just to confirm if the payments went out or not, and I was checking on that.

Speaker speaker_1: Um, yeah, let me see. What's the staffing agency you work for?

Speaker speaker_2: TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1475.

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

Speaker speaker_2: 514 Lasco Lane, Parlin, New Jersey, um, 08859.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 3/16/95.

Speaker speaker_1: And a good telephone number I have is 973-951-2598?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is janiahd316 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So looking at note history, I do see that the email was received yesterday for the check date 11/6. Um, deductions on pay stub do not match enrollment listed on BW. It was forwarded to the back office, so it looks like our back office is still investigating. I do know that once a response back is ma- or once a response is given, uh, back from the back office, I do know that the rep you spoke with would be giving you a call back.

Speaker speaker_2: Okay. Uh, but have y'all received any of the deductions yet?

Speaker speaker_1: Um, no. Honestly, let me see. History. Not that I can see, um, but it looks like my back office is looking into this as of right now. I do know that.

Speaker speaker_2: Do you know how long it will take?

Speaker speaker_1: Um, no, they receive word back from the back office. It does take between 24 to 48 business hours, so if you, the email was received yesterday. You may receive a call back Monday or Tuesday. Uh, I'm not 100% sure, but I do know it does take 24 to 48 hours to hear back from our back office.

Speaker speaker_2: Okay. And my benefits is cut right now, right?

Speaker speaker_1: Uh, no ma'am. You are still currently enrolled, um, it's just we're investigating to see why the deduction wasn't corrected, um, so we're just waiting for the back office to investigate.

Speaker speaker_2: Oh, okay. So I have a doctor's appointment, so I'm able to go?

Speaker speaker_1: Uh, so you're not current... So what... I thought you were asking like if you were like, like the coverage was canceled. That's what I thought you were asking, but as of right now, you're not a- active for this week, if that makes any sense.

Speaker speaker_2: Okay. So if I'll go to the doctor and they look me up, it won't show active?

Speaker speaker_1: Show up as ac- correct. Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. Um, but I do know that once, uh, the back office does get back with that representative that you spoke with, I do know that they should be, will, would be giving you a call back. I do know that. Um, but yeah, we're just still waiting for the back office to finish investigating that, that problem.

Speaker speaker_2: Okay. Are y'all open tomorrow?

Speaker speaker_1: Um, no, ma'am. We're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_2: Okay. Um... Damn. Long week. Okay. Um, what time do you close?

Speaker speaker_1: Uh, 8:00 PM Eastern Standard Time.

Speaker speaker_2: Oh, 8:00 PM. And it would be \$41 for me to, um...

Speaker speaker_1: Uh, \$41.15, but I do know that we're still investigating to see what the issue is going on, um, so until we receive word back from the back office, I don't think a direct payment would be, uh, how do I put that? Um, necessary, um, because we're still investigating to see what is going on, because I-

Speaker speaker_2: Okay.

Speaker speaker_1: We just don't want you to be double charged, if that makes any sense, you know?

Speaker speaker_2: Yeah. Okay, thank you.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today, Janiah?

Speaker speaker_2: No, thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.