

Transcript: Malcolm

Nash-4898490162397184-5572949076656128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the f, this is Malcolm. How can I help you? Uh, yes, sir. I was just calling to see if I had gotten approved for my benefits, 'cause I had received an email and I signed up and chose what, um, benefits I wanted. But I been having a hard time going back into the web- the website to see, um, any updates or anything. Do you mind if I put you on a brief hold? Uh, yes, sir. Thank you. You're welcome. Thank you so much for holding. How can I help you today? Uh, yes, sir. Um, I was just calling 'cause, um, I was just wondering if you all were able to see if I got approved for my benefits or not. Um, 'cause the other day I went in and signed up and, um, I chose what kind of benefits I wanted. Um, but I've been having difficulty trying to get into the website. Um, and I can't see if there's been any update or not. So, I was just calling to see if you all were able to help me. Yeah, let me check on that. What's that staffing agency for? Uh, Serge Staffing. And the last four of your Social? 5821. And what was your first and last name? Kimberly, uh, Toronto Rivera. Tor- Rivera. Kimberly. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kimberly? Uh, 263 Mount Venum Homes, Boaz, Alabama, 35957. And confirm your date of birth? 10/29/03. I think the telephone number I have is 256-298-4626. Yes, sir. And the email I have is mariekimberly1154@gmail? Yes, sir. Okay, so let's see here. Um, so looking at the file, looks like you're still in a pending enrollment process. Mm-hmm. Um, I do know that pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$23.95 that comes off your paycheck, coverage usually begins the Monday we receive that from Serge Staffing. Um, but as of right now, you are in a pending enrollment process, so I would just be on the lookout for that \$23 deduction that comes off your check. Okay. And, um, I will b- be receiving, like, um, an entrance card, correct, as well? Correct. So, once you do become active in a coverage, you will receive physical ID cards within seven to ten business days. Okay. And so when was the time that I had signed up for it? I'm not, I can't remember how long ago that was. Um, so looking at the audit tab, looks like you logged into the account to enroll into the coverage on January 2nd, 2025 at 12:45 PM. So it's been- Okay. ... a few days. Okay. All right, then, um, I guess I'll just be on the lookout for that. Um, I was just trying to see. But all right then, thank you. You're welcome. You have a great day, Kimberly, 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: ... benefits in the f, this is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, sir. I was just calling to see if I had gotten approved for my benefits, 'cause I had received an email and I signed up and chose what, um, benefits I wanted. But I been having a hard time going back into the web- the website to see, um, any updates or anything.

Speaker speaker_1: Do you mind if I put you on a brief hold?

Speaker speaker_2: Uh, yes, sir.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_3: Thank you so much for holding. How can I help you today?

Speaker speaker_2: Uh, yes, sir. Um, I was just calling 'cause, um, I was just wondering if you all were able to see if I got approved for my benefits or not. Um, 'cause the other day I went in and signed up and, um, I chose what kind of benefits I wanted. Um, but I've been having difficulty trying to get into the website. Um, and I can't see if there's been any update or not. So, I was just calling to see if you all were able to help me.

Speaker speaker_3: Yeah, let me check on that. What's that staffing agency for?

Speaker speaker_2: Uh, Serge Staffing.

Speaker speaker_3: And the last four of your Social?

Speaker speaker_2: 5821.

Speaker speaker_3: And what was your first and last name?

Speaker speaker_2: Kimberly, uh, Toronto Rivera.

Speaker speaker_3: Tor- Rivera. Kimberly. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kimberly?

Speaker speaker_2: Uh, 263 Mount Venum Homes, Boaz, Alabama, 35957.

Speaker speaker_3: And confirm your date of birth?

Speaker speaker_2: 10/29/03.

Speaker speaker_3: I think the telephone number I have is 256-298-4626.

Speaker speaker_2: Yes, sir.

Speaker speaker_3: And the email I have is mariekimberly1154@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Okay, so let's see here. Um, so looking at the file, looks like you're still in a pending enrollment process.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Um, I do know that pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$23.95 that comes off your paycheck, coverage usually begins the Monday we receive that from Serge Staffing. Um, but as of right now, you are in a pending enrollment process, so I would just be on the lookout for that \$23 deduction that comes off your check.

Speaker speaker_2: Okay. And, um, I will b- be receiving, like, um, an entrance card, correct, as well?

Speaker speaker_3: Correct. So, once you do become active in a coverage, you will receive physical ID cards within seven to ten business days.

Speaker speaker_2: Okay. And so when was the time that I had signed up for it? I'm not, I can't remember how long ago that was.

Speaker speaker_3: Um, so looking at the audit tab, looks like you logged into the account to enroll into the coverage on January 2nd, 2025 at 12:45 PM. So it's been-

Speaker speaker_2: Okay.

Speaker speaker_3: ... a few days.

Speaker speaker_2: Okay. All right, then, um, I guess I'll just be on the lookout for that. Um, I was just trying to see. But all right then, thank you.

Speaker speaker_3: You're welcome. You have a great day, Kimberly, okay?

Speaker speaker_2: You too.

Speaker speaker_3: All right, bye-bye.