

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? How are you doing, Malcolm? My name is Gerard West and I work with Terra Staffing. Great. How may I help you? I was calling to see if, I was calling to see if it's still too late or if I'm still able to enroll in uh, in benefits. Okay. What's the last four of your social? 90-94. Name? Gerard West. For security purposes, can you verify your address and date of birth for me? My date of birth is 6/14/'89 and then my address is 11050 North 27th Avenue or Drive, apartment- That's not the address that we have filed. Uh, that's probably my old address. Let me see. Is it 5208 North 42nd Drive? No, sir. All right, then it's got to be the Biltmore. Uh, 11050 West Biltmore Drive. No, sir. Could you verify what's your full social? 618-86-1994. Okay. Let's see, we got 2529 West Cactus Road, number 1050 Phoenix, Arizona 85029. Ah, yeah, yeah. I just updated that. I'm so sorry. I apologize. Yeah, that's correct. So that is... Is that an accurate address? Yeah, yeah. I just updated it and I've been moving around since I've been out here in the last year or so. I apologize for that. But yeah, that's, that's correct. You're fine. You're fine. So it looks like your hire date is from 2019. Have you been with the company since 2019 or you're a re-hire? Um, I'm rehired. Okay, so let me see. So what I'm going to have to do, I'm going to have to send an eligibility review for you. Typically it takes 24 to 48 hours, but once I hear back I will let you know if you're eligible to get enrolled or not. All right. You said you were Terra Staffing, correct? Correct, yes. Okay. Once I hear back I'll give you a call back. Mr. West, was there anything else I can help you with today? Um, if, uh, once it's approved, um, how long does that take them on to check as far as um, us getting any medical and everything benefits? So it you need to get approved, whatever you, whatever day you got enrolled into the coverage, it'll take one to two weeks from that date. And once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards will send one to two weeks after that activation date. All right, sounds good. All right. Well, was there anything else I can help you with today, Mr. West? That's about... Yeah, that's all my questions. All right. If there's nothing else, Mr. West, thanks for calling Benefits in the Card. I hope you have a great rest of the week. You too. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: How are you doing, Malcolm? My name is Gerard West and I work with Terra Staffing.

Speaker speaker_1: Great. How may I help you?

Speaker speaker_2: I was calling to see if, I was calling to see if it's still too late or if I'm still able to enroll in uh, in benefits.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 90-94.

Speaker speaker_1: Name?

Speaker speaker_2: Gerard West.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: My date of birth is 6/14/89 and then my address is 11050 North 27th Avenue or Drive, apartment-

Speaker speaker_1: That's not the address that we have filed.

Speaker speaker_2: Uh, that's probably my old address. Let me see. Is it 5208 North 42nd Drive?

Speaker speaker_1: No, sir.

Speaker speaker_2: All right, then it's got to be the Biltmore. Uh, 11050 West Biltmore Drive.

Speaker speaker_1: No, sir. Could you verify what's your full social?

Speaker speaker_2: 618-86-1994.

Speaker speaker_1: Okay. Let's see, we got 2529 West Cactus Road, number 1050 Phoenix, Arizona 85029.

Speaker speaker_2: Ah, yeah, yeah. I just updated that. I'm so sorry. I apologize. Yeah, that's correct.

Speaker speaker_1: So that is... Is that an accurate address?

Speaker speaker_2: Yeah, yeah. I just updated it and I've been moving around since I've been out here in the last year or so. I apologize for that. But yeah, that's, that's correct.

Speaker speaker_1: You're fine. You're fine. So it looks like your hire date is from 2019. Have you been with the company since 2019 or you're a re-hire?

Speaker speaker_2: Um, I'm rehired.

Speaker speaker_1: Okay, so let me see. So what I'm going to have to do, I'm going to have to send an eligibility review for you. Typically it takes 24 to 48 hours, but once I hear back I will let you know if you're eligible to get enrolled or not.

Speaker speaker_2: All right.

Speaker speaker_1: You said you were Terra Staffing, correct?

Speaker speaker_2: Correct, yes.

Speaker speaker_1: Okay. Once I hear back I'll give you a call back. Mr. West, was there anything else I can help you with today?

Speaker speaker_2: Um, if, uh, once it's approved, um, how long does that take them on to check as far as um, us getting any medical and everything benefits?

Speaker speaker_1: So it you need to get approved, whatever you, whatever day you got enrolled into the coverage, it'll take one to two weeks from that date. And once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards will send one to two weeks after that activation date.

Speaker speaker_2: All right, sounds good.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. West?

Speaker speaker_2: That's about... Yeah, that's all my questions.

Speaker speaker_1: All right. If there's nothing else, Mr. West, thanks for calling Benefits in the Card. I hope you have a great rest of the week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you.