

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 fard. This is Malcolm. How can I help you? Hi, Malcolm. My name is Archie. Uh, my mom works for HSS and we just, um, enrolled for her benefits. But on the website it says pending, and I was wondering what that is about. When you say this says pending... Pending, yeah. It's a... Even though we enrolled, everything was there, but it still says pending for last three days. So I just wanted to make sure if there is something we need to provide or what, what's going on. If it says pending, most likely that means it's still being processed. Oh, okay. So then I should check back again in a few days then? I wouldn't want to make any recommendations because I don't see, I don't see that website from our end. Uh-huh. But typically when it says pending, that just mean it's been, it's still being processed. Once it says sent, that means it's been shipped in to be processed. D- does this happen to everyone or... I mean, because, you know- Typically- If there is something... So the enrollment process takes one to two weeks from whenever day you get enrolled into it. And then once we see that first- Ah, I see. ... paycheck and we see it in our system, that following Monday is when your coverage will become active. Got it. Okay, thank you so much. Yeah, that makes sense. Thank you. No problem, ma'am. Was there anything else I can help you with today? No, that was all. Thank you. No problem. Thanks for calling Benefits in the fard. I hope you have a great day. You too. Bye-bye. Thank you. Bye.

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 fard. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Archie. Uh, my mom works for HSS and we just, um, enrolled for her benefits. But on the website it says pending, and I was wondering what that is about.

Speaker speaker_1: When you say this says pending...

Speaker speaker_2: Pending, yeah. It's a... Even though we enrolled, everything was there, but it still says pending for last three days. So I just wanted to make sure if there is something we need to provide or what, what's going on.

Speaker speaker_1: If it says pending, most likely that means it's still being processed.

Speaker speaker_2: Oh, okay. So then I should check back again in a few days then?

Speaker speaker_1: I wouldn't want to make any recommendations because I don't see, I don't see that website from our end.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: But typically when it says pending, that just mean it's been, it's still being processed. Once it says sent, that means it's been shipped in to be processed.

Speaker speaker_2: D- does this happen to everyone or... I mean, because, you know-

Speaker speaker_1: Typically-

Speaker speaker_2: If there is something...

Speaker speaker_1: So the enrollment process takes one to two weeks from whenever day you get enrolled into it. And then once we see that first-

Speaker speaker_2: Ah, I see.

Speaker speaker_1: ... paycheck and we see it in our system, that following Monday is when your coverage will become active.

Speaker speaker_2: Got it. Okay, thank you so much. Yeah, that makes sense. Thank you.

Speaker speaker_1: No problem, ma'am. Was there anything else I can help you with today?

Speaker speaker_2: No, that was all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the fard. I hope you have a great day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.