

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 Car. This is Matt. What's up, Matt? Uh, hey, uh, my name Christopher Deese. I had signed up for bents, uh, benefits through a temp agency and I gotta get, my wheels were too poor. I was trying to make sure that it, they, you know, clearly I'm able to start using because they fixing to tax me. What staffing company do you work for? Uh, Weather Tech and I'm doing Integrity, uh, temp service. What's the last four of your Social? 1213. First name? Christopher. Security purpose? Can you verify your address and date of birth? Uh, P.O.... Is it PO Box 1913 Boulevard Yes, sir. Okay. And the last four of my Social 1213. I need the date of birth. 05/04/'91. Okay. Let's see, we got, we got phone number as 773-712-3960? Yeah. And the email is positive solution 101 at gmail.com? Yeah. Well, you got solution with no S, right? Yes. Yeah, all right. So it looks like you're still waiting for that first deduction to happen. I'm waiting for what? Waiting on that first deduction to happen. And when is that? So depending on whenever you got enrolled, the en- enrollment process takes one to two weeks. 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. All right. Well, I got paid for them already, so I- it ain't deduct your first pay- paycheck? So they already deducted the \$4.50 from your coverage? I mean, from your, uh, paycheck? Nah, uh, nah, I, I, I was saying I al- I already got paid for them. They didn't deduct what they're supposed to dust- deduct now? No, sir. Did you get enrolled after or before you got your first paycheck? I, I, I enrolled before I got my first paycheck. So it was a week and then I got paid. So I worked one week and then I got paid the second week. I'm not sure as to why no deduction was taken yet, but I would reach out to Integrity and see what's going on in that scenario. But it doesn't look like they made that first deduction yet. You say you gonna reach out or I gotta reach out? I'd say you should reach out. I don't... We don't have their... I don't have their phone number. I would reach out to them and see what's going on with those deductions. Uh, okay. Well, is there anything else I can help you with today, Mister Christopher? No, that's it. Good looking. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right.

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 Car. This is Matt.

Speaker speaker_2: What's up, Matt? Uh, hey, uh, my name Christopher Deese. I had signed up for bents, uh, benefits through a temp agency and I gotta get, my wheels were too poor. I

was trying to make sure that it, they, you know, clearly I'm able to start using because they fixing to tax me.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Weather Tech and I'm doing Integrity, uh, temp service.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 1213.

Speaker speaker_1: First name?

Speaker speaker_2: Christopher.

Speaker speaker_1: Security purpose? Can you verify your address and date of birth?

Speaker speaker_2: Uh, P.O.... Is it PO Box 1913 Boulevard

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. And the last four of my Social 1213.

Speaker speaker_1: I need the date of birth.

Speaker speaker_2: 05/04/'91.

Speaker speaker_1: Okay. Let's see, we got, we got phone number as 773-712-3960?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email is positive solution 101 at gmail.com?

Speaker speaker_2: Yeah. Well, you got solution with no S, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, all right.

Speaker speaker_1: So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_2: I'm waiting for what?

Speaker speaker_1: Waiting on that first deduction to happen.

Speaker speaker_2: And when is that?

Speaker speaker_1: So depending on whenever you got enrolled, the en- enrollment process takes one to two weeks. 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.

Speaker speaker_2: All right. Well, I got paid for them already, so I- it ain't deduct your first pay- paycheck?

Speaker speaker_1: So they already deducted the \$4.50 from your coverage? I mean, from your, uh, paycheck?

Speaker speaker_2: Nah, uh, nah, I, I, I was saying I al- I already got paid for them. They didn't deduct what they're supposed to dust- deduct now?

Speaker speaker_1: No, sir. Did you get enrolled after or before you got your first paycheck?

Speaker speaker_2: I, I, I enrolled before I got my first paycheck. So it was a week and then I got paid. So I worked one week and then I got paid the second week.

Speaker speaker_1: I'm not sure as to why no deduction was taken yet, but I would reach out to Integrity and see what's going on in that scenario. But it doesn't look like they made that first deduction yet.

Speaker speaker_2: You say you gonna reach out or I gotta reach out?

Speaker speaker_1: I'd say you should reach out. I don't... We don't have their... I don't have their phone number. I would reach out to them and see what's going on with those deductions.

Speaker speaker_2: Uh, okay.

Speaker speaker_1: Well, is there anything else I can help you with today, Mister Christopher?

Speaker speaker_2: No, that's it. Good looking.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: All right.