

Transcript: Malcolm

Nash-6235527995506688-4838858108223488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, it's your Common Benefits into Card. This is Malcolm. How can I help you? Hi, Malcolm. I had, um, called in a while ago and, um, started to sign up or, uh, enroll, but I didn't have my wife and kids' Social Security numbers handy. Um, I got those down. So they said they're just gonna put in zeros as a placeholder until I could ne- call in with those numbers, so, um, I'm ready to get those to you guys. All right. Which staff or company do you work for? Um, Partners Personnel. And your social? Mine is 286-940-5555. I just need the last four. 0555. First name? Eric. Last name? Nester. N-E-S-T-E-R. Okay. And for security purposes, can you verify your address and date of birth for me? Sure. My address is 704 19th Street Northwest, that's Canton, Ohio 44709. My date of birth is August 3rd, 1987. Thank you. So we got a good phone number at 644-464-7161? That's correct. We get emails, ericjnester@gmail.com? Also correct. Thank you. All right, you said you just need to update their Social Security numbers? Yeah, uh, yeah. The person I said, uh, talked with said they would just put some zeros in as like a placeholder so I could call in. Okay. I got, I got their Social ready now. All right. I'm ready whenever you are. We can start with Kara, and then we can do the Eliana and then Nathan. Okay. Kara's is 154-86-0321. Just to confirm, you said 154-8603-21? That's correct. All right. Ready for the next one. All right. Eliana's, hers is 199-63-2304. Just to confirm, 199-63-2304? Correct. All right. And I'm ready for Nathan. Nathan's is 298-5137-67. You said 298-5137-67? Yes. All right. I got that updated for you, Mr. Nester. Was there anything else I could help you with today? Yeah. Um, uh, just one question. Are you- I'm not sure if you are even able to answer it. So, um, I haven't, it hasn't come out of any check yet. I assume it probably will tomorrow. When, if it does tomorrow, when will the coverage actually start? Let me see. So it looks like it has been sent already. Um, I wasn't really- Great. Remember when, do you remember when you got enrolled? Okay, so it looks like you got enrolled on the 13th. It takes one to two days from the, um, whatever date you got enrolled into the coverage for your coverage to become active. 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 are sent one to two weeks from that activation date. Okay. So if it does come out of my check tomorrow, the coverage will start Monday? Yes, sir. Okay. Perfect, thank you. No problem, Mr. Nester. Was there anything else I could help you with today? That is all. I appreciate your help. No problem. Thanks for calling Benefits into Card. I hope you have a great rest of your week, man. You too. Thanks. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, it's your Common Benefits into Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. I had, um, called in a l- a while ago and, um, started to sign up or, uh, enroll, but I didn't have my wife and kids' Social Security numbers handy. Um, I got those down. So they said they're just gonna put in zeros as a placeholder until I could ne- call in with those numbers, so, um, I'm ready to get those to you guys.

Speaker speaker_1: All right. Which staff or company do you work for?

Speaker speaker_2: Um, Partners Personnel.

Speaker speaker_1: And your social?

Speaker speaker_2: Mine is 286-940-5555.

Speaker speaker_1: I just need the last four.

Speaker speaker_2: 0555.

Speaker speaker_1: First name?

Speaker speaker_2: Eric.

Speaker speaker_1: Last name?

Speaker speaker_2: Nester. N-E-S-T-E-R.

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

Speaker speaker_2: Sure. My address is 704 19th Street Northwest, that's Canton, Ohio 44709. My date of birth is August 3rd, 1987.

Speaker speaker_1: Thank you. So we got a good phone number at 644-464-7161?

Speaker speaker_2: That's correct.

Speaker speaker_1: We get emails, ericjnester@gmail.com?

Speaker speaker_2: Also correct.

Speaker speaker_1: Thank you. All right, you said you just need to update their Social Security numbers?

Speaker speaker_2: Yeah, uh, yeah. The person I said, uh, talked with said they would just put some zeros in as like a placeholder so I could call in.

Speaker speaker_1: Okay.

Speaker speaker_2: I got, I got their Social ready now.

Speaker speaker_1: All right. I'm ready whenever you are. We can start with Kara, and then we can do the Eliana and then Nathan.

Speaker speaker_2: Okay. Kara's is 154-86-0321.

Speaker speaker_1: Just to confirm, you said 154-8603-21?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. Ready for the next one.

Speaker speaker_2: All right. Eliana's, hers is 199-63-2304.

Speaker speaker_1: Just to confirm, 199-63-2304?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. And I'm ready for Nathan.

Speaker speaker_2: Nathan's is 298-5137-67.

Speaker speaker_1: You said 298-5137-67?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I got that updated for you, Mr. Nester. Was there anything else I could help you with today?

Speaker speaker_2: Yeah. Um, uh, just one question. Are you- I'm not sure if you are even able to answer it. So, um, I haven't, it hasn't come out of any check yet. I assume it probably will tomorrow. When, if it does tomorrow, when will the coverage actually start?

Speaker speaker_1: Let me see. So it looks like it has been sent already. Um, I wasn't really-

Speaker speaker_2: Great.

Speaker speaker_1: Remember when, do you remember when you got enrolled? Okay, so it looks like you got enrolled on the 13th. It takes one to two days from the, um, whatever date you got enrolled into the coverage for your coverage to become active. 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 are sent one to two weeks from that activation date.

Speaker speaker_2: Okay. So if it does come out of my check tomorrow, the coverage will start Monday?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Perfect, thank you.

Speaker speaker_1: No problem, Mr. Nester. Was there anything else I could help you with today?

Speaker speaker_2: That is all. I appreciate your help.

Speaker speaker_1: No problem. Thanks for calling Benefits into Card. I hope you have a great rest of your week, man.

Speaker speaker_2: You too. Thanks.

Speaker speaker_1: Thank you.