

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, my name's Alicia Nichols. Um, I had called about three weeks ago for my... about my benefits, and I have not heard anything back. I don't... Like, I didn't get a card or email or anything, so I was just calling in to check on that. Okay. What staffing company do you work for? ManCan. And what's the last four of your social? Uh, 3794. First name? Alicia. Say that again. Alicia. Last name? Nichols. All right. For security purposes, can you verify your address and date of birth for me? 41393 2592 Davis Tech Road, Courtland, Ohio 44410. Mm-hmm. What was the address? 2592 Davis Tech Road, Courtland, Ohio 44410. Thank you. So we got your phone number as 330-383-7729? Yes. And your email is alicianicho24@kent.edu? Uh, yeah. All right. So it looks like you're still waiting for that first deduction to happen. Oh. Oh, then I'm on my, like, third or fourth paycheck now. I had called before, um, I had received my first paycheck, and the lady I spoke with, um, said I could either wait until after my first pay or just give her all my information then, and it would just automatically start happening after my first paycheck, so I took that route. And I... Like I said, I haven't heard anything. Yeah. So it looks like you called and got enrolled on the 15th. It takes one to two weeks for the enrollment process typically, but sometimes it can take longer than that based on the staffing company. It's really up to whenever ManCan makes those deductions happen. Okay. So am I waiting on ManCan, then? Yes, ma'am. They're the ones responsible for making the deductions happen. Hello? I'm sorry. I, I thought you had told me to wait a minute. Um, am I waiting on ManCan then? Yes, ma'am. They're the ones responsible for making those deductions happen. Oh, okay. All right. Perfect. Um, I'll give them a call then. Thank you. No problem, Ms. Alicia. Was there anything else I could help you with today? No, that was all. All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You as well. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, my name's Alicia Nichols. Um, I had called about three weeks ago for my... about my benefits, and I have not heard anything back. I don't... Like, I didn't get a card or email or anything, so I was just calling in to check on that.

Speaker speaker_0: Okay. What staffing company do you work for?

Speaker speaker_1: ManCan.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: Uh, 3794.

Speaker speaker_0: First name?

Speaker speaker_1: Alicia.

Speaker speaker_0: Say that again.

Speaker speaker_1: Alicia.

Speaker speaker_0: Last name?

Speaker speaker_1: Nichols.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 41393 2592 Davis Tech Road, Courtland, Ohio 44410.

Speaker speaker_0: Mm-hmm. What was the address?

Speaker speaker_1: 2592 Davis Tech Road, Courtland, Ohio 44410.

Speaker speaker_0: Thank you. So we got your phone number as 330-383-7729?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is alicianicho24@kent.edu?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: All right. So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Oh. Oh, then I'm on my, like, third or fourth paycheck now. I had called before, um, I had received my first paycheck, and the lady I spoke with, um, said I could either wait until after my first pay or just give her all my information then, and it would just automatically start happening after my first paycheck, so I took that route. And I... Like I said, I haven't heard anything.

Speaker speaker_0: Yeah. So it looks like you called and got enrolled on the 15th. It takes one to two weeks for the enrollment process typically, but sometimes it can take longer than that based on the staffing company. It's really up to whenever ManCan makes those deductions happen.

Speaker speaker_1: Okay. So am I waiting on ManCan, then?

Speaker speaker_0: Yes, ma'am. They're the ones responsible for making the deductions happen. Hello?

Speaker speaker_1: I'm sorry. I, I thought you had told me to wait a minute. Um, am I waiting on ManCan then?

Speaker speaker_0: Yes, ma'am. They're the ones responsible for making those deductions happen.

Speaker speaker_1: Oh, okay. All right. Perfect. Um, I'll give them a call then. Thank you.

Speaker speaker_0: No problem, Ms. Alicia. Was there anything else I could help you with today?

Speaker speaker_1: No, that was all.

Speaker speaker_0: All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.