

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? How you doing, Malcolm? I'm doing great, man. How about you? Uh, I'm trying to get some information. My name Michael Johnson. I work for Wa... I work... Your name is Michael...? I work for Wagner, I got insurance through y'all guys, and I'm trying to figure out who, uh... I need to get some information about the insurance. I ain't got none yet. So when you... are you saying, when you say information, you mean like the ID cards? Yeah, yeah, like when you get ready to go to the dentist. All right. Like that, uh... What's the last four of your Social? 8188. All right. For security purposes, can you verify your address and date of birth for me? 1360 Mills Cove Drive, 0919, 1966. Can you just tell me your phone number for 770-971-8720? That's correct. And your email is mjthedj69@gmail.com? It's mjthedj47@gmail.com, but I got that one too, so... yeah, you got it, you got it right. So it looks like you're still waiting for that first deduction to happen. It can't be. I mean, I'm almost in a... a month in, um, getting paid. It doesn't show any deductions have been taken yet. Excuse me? It doesn't show that any deductions have been taken out yet. Um, I just got off the phone with 'em and that, you know, so I'm trying to figure out what I need to do to get this covered. You know what I'm saying? Uh, um, I was told the first day of my... after my first check that this would be, uh, taken care of. And I'm like, I don't... So the enrollment process... the way the enrollment process works, whenever you got enrolled, it takes one to two weeks from that date to get enrolled into the coverage. Typically, it's one to two weeks, but sometimes it could take longer depending on the staffing company, 'cause right now it's just slowly up to Wagner to make that deduction for you. Right, and it's been almost a month. That's why, that's why I'm calling. Let's see, um, looks like you called and got enrolled on 01/23. Right. But, but when I, when I got enrolled, I, I... that was my, that was my second time getting en- enrolled. The first time, um, they had issue with, uh, taking out the money for the insurance. So now I'm trying to make sure I got it. Let's see. All I see is the one time you called on the 20... 23rd? Right. I called. So it looks like you just made that deduction happen. All right, so I'ma get, I'ma give them a call, uh, soon as I get off the phone with you and find out why the deduction is not coming out of my check, 'cause, uh, I told you- Mm-hmm. ... it's been a... it's been over a month. We, we are almost at the, uh, in the middle of February. I'll also send a m- email to the back office and see why no deduction has been taken yet. Because, uh, I still don't have insurance through y'all guys, man. I thought I did. Let's see. All right. Well, was there anything else I can help you with today, Mr. Johnson? Uh, not really you didn't help me. I mean, I just... I'll give them a call and see can I get it straightened out to make sure y'all get the deduction. Well, I apologize if you feel that way, sir, but on our end there wouldn't be anything that we could do outside of what I was telling you. You just gotta wait for that first deduction to happen. But I'm saying, I was... you know, on the, on the initial thing, they told me they were gonna get that big deduction the first paycheck, and

I'm not aware of, of what's coming out of my check. That's why, that's why I'm saying, uh, I talked to the... somebody over there and they said that they had, uh, every- everything taken care of at that time. But we'll, we'll get it straight. I'll just, I'll just call over there to, uh, Wagner. All right. Well, was there anything else, Mr. Johnson? I appreciate it. No problem.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: How you doing, Malcolm?

Speaker speaker_0: I'm doing great, man. How about you?

Speaker speaker_1: Uh, I'm trying to get some information. My name Michael Johnson. I work for Wa... I work...

Speaker speaker_0: Your name is Michael...?

Speaker speaker_1: I work for Wagner, I got insurance through y'all guys, and I'm trying to figure out who, uh... I need to get some information about the insurance. I ain't got none yet.

Speaker speaker_0: So when you... are you saying, when you say information, you mean like the ID cards?

Speaker speaker_1: Yeah, yeah, like when you get ready to go to the dentist.

Speaker speaker_0: All right.

Speaker speaker_1: Like that, uh...

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 8188.

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

Speaker speaker_1: 1360 Mills Cove Drive, 0919, 1966.

Speaker speaker_0: Can you just tell me your phone number for 770-971-8720?

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is mjthedj69@gmail.com?

Speaker speaker_1: It's mjthedj47@gmail.com, but I got that one too, so... yeah, you got it, you got it right.

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

Speaker speaker_1: It can't be. I mean, I'm almost in a... a month in, um, getting paid.

Speaker speaker_0: It doesn't show any deductions have been taken yet.

Speaker speaker_1: Excuse me?

Speaker speaker_0: It doesn't show that any deductions have been taken out yet.

Speaker speaker_1: Um, I just got off the phone with 'em and that, you know, so I'm trying to figure out what I need to do to get this covered. You know what I'm saying? Uh, um, I was told the first day of my... after my first check that this would be, uh, taken care of. And I'm like, I don't...

Speaker speaker_0: So the enrollment process... the way the enrollment process works, whenever you got enrolled, it takes one to two weeks from that date to get enrolled into the coverage. Typically, it's one to two weeks, but sometimes it could take longer depending on the staffing company, 'cause right now it's just slowly up to Wagner to make that deduction for you.

Speaker speaker_1: Right, and it's been almost a month. That's why, that's why I'm calling.

Speaker speaker_0: Let's see, um, looks like you called and got enrolled on 01/23.

Speaker speaker_1: Right. But, but when I, when I got enrolled, I, I... that was my, that was my second time getting en- enrolled. The first time, um, they had issue with, uh, taking out the money for the insurance. So now I'm trying to make sure I got it.

Speaker speaker_0: Let's see. All I see is the one time you called on the 20... 23rd?

Speaker speaker_1: Right. I called.

Speaker speaker_0: So it looks like you just made that deduction happen.

Speaker speaker_1: All right, so I'ma get, I'ma give them a call, uh, soon as I get off the phone with you and find out why the deduction is not coming out of my check, 'cause, uh, I told you-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... it's been a... it's been over a month. We, we are almost at the, uh, in the middle of February.

Speaker speaker_0: I'll also send a m- email to the back office and see why no deduction has been taken yet.

Speaker speaker_1: Because, uh, I still don't have insurance through y'all guys, man. I thought I did.

Speaker speaker_0: Let's see. All right. Well, was there anything else I can help you with today, Mr. Johnson?

Speaker speaker_1: Uh, not really you didn't help me. I mean, I just... I'll give them a call and see can I get it straightened out to make sure y'all get the deduction.

Speaker speaker_0: Well, I apologize if you feel that way, sir, but on our end there wouldn't be anything that we could do outside of what I was telling you. You just gotta wait for that first

deduction to happen.

Speaker speaker_1: But I'm saying, I was... you know, on the, on the initial thing, they told me they were gonna get that big deduction the first paycheck, and I'm not aware of, of what's coming out of my check. That's why, that's why I'm saying, uh, I talked to the... somebody over there and they said that they had, uh, every- everything taken care of at that time. But we'll, we'll get it straight. I'll just, I'll just call over there to, uh, Wagner.

Speaker speaker_0: All right. Well, was there anything else, Mr. Johnson?

Speaker speaker_1: I appreciate it.

Speaker speaker_0: No problem.