

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car ... car, this is Malcolm. How can I help you? Hi, my name is Simone and I enrolled into your Guys with Benefits, um, when I started my employment. But, um, I was told that I should have gotten something in the mail. Um, I've been working here for now a month and I haven't received anything. So I was calling to see, like maybe you could tell me how I can go about getting my medical stuff, information. All right. What's that? What's the company you work for? The TRC. So last four of your social. 6353. You said 6353? Mm-hmm. First name? Simone. Last name? Moffett. All right. For security purposes, can you verify your address and date of birth for me? 4620 Bottom Street, Dallas, Texas 75210 and my date of birth is February 20th, '92. Thank you. So we got your phone number at 214-49-4223. 214-469-4223. Say that one more time. 214-469-4223. Yes, ma'am. And then if the email is miss.simon3@gmail.com. Well it's simon3, there's no e. It should be simon3. Yes, ma'am. M- m-s dot s-i-m-o-n the number 3 at gmail. Yes, ma'am. All right. So it doesn't look like a deduction has been taken from your paycheck yet. Looks like you're still waiting for that first deduction to happen. When they gonna do that? So that's solely up to TRC Staffing and that's something you will want to reach out to them about. We don't... we're not responsible for making those deductions. All we do is get you enrolled or unenrolled from the coverage. But do you see me enrolled? Yes, ma'am. That's why I said you're just waiting on your first deduction to happen. So I need to call them. Okay. Yes, ma'am. Because that's their- So when they- ... making that deduction happen. Okay. So when they fix that on their end would y'all see me come in the mail by then or- The way, the way it works- Y'all need to call back? Once you see that first deduction... so once you see that first deduction from your paycheck and we see it in our system, that... yeah, 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. If you needed like a- Oh. ... digital copy I would recommend calling around Thursday or Friday of that week of your coverage becoming active while you wait on the physical one. Mm-hmm. Okay. Well let me give them a call to see what they got to say. Thank you. No problem, Miss Simone. Is there anything else I can help you with today? No, that'll be all for now. All right. Thanks for calling Benefits in the Car. I hope you have a great weekend.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car ... car, this is Malcolm. How can I help you?

Speaker speaker_1: Hi, my name is Simone and I enrolled into your Guys with Benefits, um, when I started my employment. But, um, I was told that I should have gotten something in the mail. Um, I've been working here for now a month and I haven't received anything. So I was calling to see, like maybe you could tell me how I can go about getting my medical stuff, information.

Speaker speaker_0: All right. What's that? What's the company you work for?

Speaker speaker_1: The TRC.

Speaker speaker_0: So last four of your social.

Speaker speaker_1: 6353.

Speaker speaker_0: You said 6353?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: First name?

Speaker speaker_1: Simone.

Speaker speaker_0: Last name?

Speaker speaker_1: Moffett.

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

Speaker speaker_1: 4620 Bottom Street, Dallas, Texas 75210 and my date of birth is February 20th, '92.

Speaker speaker_0: Thank you. So we got your phone number at 214-49-4223.

Speaker speaker_1: 214-469-4223.

Speaker speaker_0: Say that one more time.

Speaker speaker_1: 214-469-4223.

Speaker speaker_0: Yes, ma'am. And then if the email is miss.simon3@gmail.com.

Speaker speaker_1: Well it's simon3, there's no e. It should be simon3.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: M- m-s dot s-i-m-o-n the number 3 at gmail.

Speaker speaker_0: Yes, ma'am. All right. So it doesn't look like a deduction has been taken from your paycheck yet. Looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: When they gonna do that?

Speaker speaker_0: So that's solely up to TRC Staffing and that's something you will want to reach out to them about. We don't... we're not responsible for making those deductions. All we

do is get you enrolled or unenrolled from the coverage.

Speaker speaker_1: But do you see me enrolled?

Speaker speaker_0: Yes, ma'am. That's why I said you're just waiting on your first deduction to happen.

Speaker speaker_1: So I need to call them. Okay.

Speaker speaker_0: Yes, ma'am. Because that's their-

Speaker speaker_1: So when they-

Speaker speaker_0: ... making that deduction happen.

Speaker speaker_1: Okay. So when they fix that on their end would y'all see me come in the mail by then or-

Speaker speaker_0: The way, the way it works-

Speaker speaker_1: Y'all need to call back?

Speaker speaker_0: Once you see that first deduction... so once you see that first deduction from your paycheck and we see it in our system, that... yeah, 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_1: Okay.

Speaker speaker_0: If you needed like a-

Speaker speaker_1: Oh.

Speaker speaker_0: ... digital copy I would recommend calling around Thursday or Friday of that week of your coverage becoming active while you wait on the physical one.

Speaker speaker_1: Mm-hmm. Okay. Well let me give them a call to see what they got to say. Thank you.

Speaker speaker_0: No problem, Miss Simone. Is there anything else I can help you with today?

Speaker speaker_1: No, that'll be all for now.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. I hope you have a great weekend.