

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for placing your card. This is Malcolm. How can I help you? Hi, my name is Kiara Palmer. I'm calling because I signed up for the insurance but I have not received my card yet. What staffing company do you work for? Um, ATC. What's the... And how do you spell your name? It's K-I-A-R-A, last name is P-A-L-M-E-R. Last four of your Social? 7813. And for security purposes can you verify your address and date of birth for me? It's 6222 Murray Drive, Apartment D6 in, uh, April 22, 1992. I need a city, state, and zip code as well. Hannah, South Carolina 29410. Thank you. So we got your phone number, 843-307-0485? Yes. And your email is palmer.kiara@yahoo.com? Yes. Thank you. So it looks like you... Your coverage isn't active. It looks like it was active for one week and then you stopped receiving deductions. Um, they just deducted two, two out of my check yesterday. Mm-hmm. Yeah, it hasn't shown in our system that any, again if deductions have been taken yet. So once your coverage becomes active it takes one to two weeks for your ID card to get to you physically. I mean it should have been here though, but they took out two payment amounts yesterday. I was out on workman's comp. I got attacked at work and I was out on workman's comp for like three weeks so they took those two out. They just took those out yesterday. So we don't have, we don't have access to see that. We, on our end it's not showing any... It looks like the last deduction was taken, was in last year in December, December 23rd for, until December 29th. So I don't have any coverage? Not, it's not showing that you have active coverage right now. No, ma'am. So what do I need to... Who do I need to talk with? So if you're saying you've seen the d- it's either it just haven't reflected in the system yet or we'll have to do an investigation. Okay 'cause I can show them my paychecks where they just took two amounts out yesterday. Just typically the way that it works, the deduction is taken a week prior to pay for the following week. So if you're saying you're seeing the deduction then it must, it might be paying for next week's coverage, 'cause right now it's not showing that you have active coverage. So next week I call, call back and I should have coverage? I wouldn't know 'cause I... Again I'm not able to see your pay stubs but if you're saying you're seeing a deduction then most likely it will reflect once the pay period comes through, which is typically Friday, which will simply be Friday. Okay. But right now it's just showing that it, it's not showing any deductions have been taken. Okay, so I guess I need to deal with my HR people? I'm not saying I don't believe you've seen, you've seen a deduction, ma'am. I'm just saying it hasn't reflected in our system yet. Okay, so it's just a system has to catch up thing? Uh, possibly. And I'm saying if it doesn't show up by Thursday or Friday we can get an investigation going, 'cause typically Thursday or Friday- Okay. ... when deduction, that's when people get paid and deductions are shown in, in the system. Okay. Well, thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for placing your card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, my name is Kiara Palmer. I'm calling because I signed up for the insurance but I have not received my card yet.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Um, ATC.

Speaker speaker\_1: What's the... And how do you spell your name?

Speaker speaker\_2: It's K-I-A-R-A, last name is P-A-L-M-E-R.

Speaker speaker\_1: Last four of your Social?

Speaker speaker\_2: 7813.

Speaker speaker\_1: And for security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: It's 6222 Murray Drive, Apartment D6 in, uh, April 22, 1992.

Speaker speaker\_1: I need a city, state, and zip code as well.

Speaker speaker\_2: Hannah, South Carolina 29410.

Speaker speaker\_1: Thank you. So we got your phone number, 843-307-0485?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is palmer.kiara@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So it looks like you... Your coverage isn't active. It looks like it was active for one week and then you stopped receiving deductions.

Speaker speaker\_2: Um, they just deducted two, two out of my check yesterday.

Speaker speaker\_1: Mm-hmm. Yeah, it hasn't shown in our system that any, again if deductions have been taken yet. So once your coverage becomes active it takes one to two weeks for your ID card to get to you physically.

Speaker speaker\_2: I mean it should have been here though, but they took out two payment amounts yesterday. I was out on workman's comp. I got attacked at work and I was out on workman's comp for like three weeks so they took those two out. They just took those out yesterday.

Speaker speaker\_1: So we don't have, we don't have access to see that. We, on our end it's not showing any... It looks like the last deduction was taken, was in last year in December,

December 23rd for, until December 29th.

Speaker speaker\_2: So I don't have any coverage?

Speaker speaker\_1: Not, it's not showing that you have active coverage right now. No, ma'am.

Speaker speaker\_2: So what do I need to... Who do I need to talk with?

Speaker speaker\_1: So if you're saying you've seen the d- it's either it just haven't reflected in the system yet or we'll have to do an investigation.

Speaker speaker\_2: Okay 'cause I can show them my paychecks where they just took two amounts out yesterday.

Speaker speaker\_1: Just typically the way that it works, the deduction is taken a week prior to pay for the following week. So if you're saying you're seeing the deduction then it must, it might be paying for next week's coverage, 'cause right now it's not showing that you have active coverage.

Speaker speaker\_2: So next week I call, call back and I should have coverage?

Speaker speaker\_1: I wouldn't know 'cause I... Again I'm not able to see your pay stubs but if you're saying you're seeing a deduction then most likely it will reflect once the pay period comes through, which is typically Friday, which will simply be Friday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But right now it's just showing that it, it's not showing any deductions have been taken.

Speaker speaker\_2: Okay, so I guess I need to deal with my HR people?

Speaker speaker\_1: I'm not saying I don't believe you've seen, you've seen a deduction, ma'am. I'm just saying it hasn't reflected in our system yet.

Speaker speaker\_2: Okay, so it's just a system has to catch up thing?

Speaker speaker\_1: Uh, possibly. And I'm saying if it doesn't show up by Thursday or Friday we can get an investigation going, 'cause typically Thursday or Friday-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... when deduction, that's when people get paid and deductions are shown in, in the system.

Speaker speaker\_2: Okay. Well, thank you.