

## Transcript: Pamela

**Blanc-4628407941513216-6103519022727168**

### Full Transcript

Thank you for calling Benefits ... This is ... . How may I help you? Yes, ma'am. Um, I'm calling to see if my benefit's active. Who do you work for, sir? The name of that agency, please? OnTrack. All right. May I have the last four digits of your Social? 3059. Your first and last name? Irma Johnson. Mr. Johnson, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. 2601 West Walnut Hill Lane, Irving, Texas. Birthday, 3/12/83. Thank you for the information. We have a phone number on file. 972-503-5755? Yes. Okay. So we've not received yet, um, the premium, the payment from your employer. That's what we're waiting for for your benefits to start. But it- but I- I have it set up? So how- how long it take? I've been working at this job for like a month, like what- how long it take? Um, I don't know if you- I- they usually take three to four weeks for- for that to be processed, but if you want to contact them and let them know that you called us and that you're just waiting- that we're just waiting for the payment for your benefits to start. Uh, and- and when y'all take out a payment, when can I use it? 'Cause I need to see the dentist. .... If- if they say- let's say- let's say the payment is done this Friday when you get paid or whenever today you get paid, and the following Monday, the benefits should be active if we receive the payment. So if I- if- if the payment come out Friday, Monday it'll be ready? If we receive it. Okay. 'Cause it doesn't- You know, you know what I mean? Yeah, they could take the payment, but we might not receive it on that month. Okay, so basically once y'all get the first payment, it'll start. If they're following when they start- they start. Yeah. All right. All right. Well, I'm going to call my- my temp service and see if they could, uh, hurry up and get on that. I appreciate it. I just wanted to make sure. And- and I have, uh, can you see what I have? Do I have, uh, three, right? Yeah, dental, vision and the medical. All right, thank you. All right, thank you for giving us a call. Have a great rest of the day.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits ... This is ... . How may I help you?

Speaker speaker\_1: Yes, ma'am. Um, I'm calling to see if my benefit's active.

Speaker speaker\_0: Who do you work for, sir? The name of that agency, please?

Speaker speaker\_1: OnTrack.

Speaker speaker\_0: All right. May I have the last four digits of your Social?

Speaker speaker\_1: 3059.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Irma Johnson.

Speaker speaker\_0: Mr. Johnson, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_1: 2601 West Walnut Hill Lane, Irving, Texas. Birthday, 3/12/83.

Speaker speaker\_0: Thank you for the information. We have a phone number on file. 972-503-5755?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So we've not received yet, um, the premium, the payment from your employer. That's what we're waiting for for your benefits to start.

Speaker speaker\_1: But it- but I- I have it set up? So how- how long it take? I've been working at this job for like a month, like what- how long it take?

Speaker speaker\_0: Um, I don't know if you- I- they usually take three to four weeks for- for that to be processed, but if you want to contact them and let them know that you called us and that you're just waiting- that we're just waiting for the payment for your benefits to start.

Speaker speaker\_1: Uh, and- and when y'all take out a payment, when can I use it? 'Cause I need to see the dentist. ....

Speaker speaker\_0: If- if they say- let's say- let's say the payment is done this Friday when you get paid or wh- whenever today you get paid, and the following Monday, the benefits should be active if we receive the payment.

Speaker speaker\_1: So if I- if- if the payment come out Friday, Monday it'll be ready?

Speaker speaker\_0: If we receive it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 'Cause it doesn't- You know, you know what I mean? Yeah, they could take the payment, but we might not receive it on that month.

Speaker speaker\_1: Okay, so basically once y'all get the first payment, it'll start.

Speaker speaker\_0: If they're following when they start- they start. Yeah.

Speaker speaker\_1: All right. All right. Well, I'm going to call my- my temp service and see if they could, uh, hurry up and get on that. I appreciate it. I just wanted to make sure. And- and I have, uh, can you see what I have? Do I have, uh, three, right?

Speaker speaker\_0: Yeah, dental, vision and the medical.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of the day.