

Transcript: Pamela

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Full Transcript

Oh. Benefits in regards, this is Pam speaking. How may I help you? Yes, I was calling about my insurance. I could barely hear you, ma'am. I was calling about my insurance. Okay, who do you work for, ma'am? Search. Search? Mm-hmm. May I have the last four digits of your Social so I can pull up your file? 7957. Your first and last name. Stacy Annabeths. Oh. Stacy? Stacy Annabeths. Stacy Annabeths, okay. Mm-hmm. But for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 2046 Chamber Drive, L31102. Um, we have a telephone number on file, 6624326409? Yes. All right. So, Stacy, I see here that you was auto-enrolled, but we have not received any payment from your employer, so your benefits are not active. Are you currently working, for sure? Uh, yes, ma'am. Have you seen the deductions on your payroll? Uh, what now? Have you seen that they've taken out the- the \$15.16 for your health insurance? They haven't taken out my thing. Have they been taken out my insurance? Have they taken out my insurance? Yeah. It came out? Yes. When did that come out? She said when. Um, this pay period, honey. This pay period. And so, we have not received it yet, and usually the benefits starts on the following Monday after we receive the premium. So, if they did it this week, um- You said what? Yeah, if the first- So, if they did it this week, it will most likely show up next week. It was last week. Mm-hmm. We have not received it yet. So, when are you gonna- It has not gone in at this time yet. Okay, when are you gonna receive it? Well, we don't have access to your payroll. We have to wait for them to send it over. Um, so if they did it last week, most likely we're going to see it by the next... I suggest you to give us a call back on Monday and see if there's any update in the system. So, you said Monday? Yes, ma'am. How can I help you? If you could give us a call on Monday and see if any up- anything is updated. So, as for right now, we don't have anything in the system. You said they got to send it... Okay. Yeah. No. No. I wish I could say I don't know what we got. Hello. Yes, ma'am. But I can't. First, you got to send it over. I wish I could curse you out. Excuse me? You said first, you got to send it over. Yes. We don't have access to your payroll. All we do is enroll you, send information to them and they will process the rest. She said you got to send it over. My insurance? Let me see. What was that? The payroll. You said the payroll or something? The payroll department or your HR department are the one in charge of processing that information. All we do is send them the information that you are enrolled. Anything else is on their end. You want some ? Is there insurance on... is their insurance number? Okay. Are you talking to me, ma'am? That's all I got. Yes. Mm-hmm. Like I said, all we do is enroll you, send information to Search. After that, it's on their, on Search's side to complete the enrollment, to deduct the pay- the the amount out of your payroll. Okay, then. Fine. Okay. Is there anything else I can do for you, ma'am? Hold on, hold on. That's it. You didn't miss nothing. All right, thank you for giving us a call. Have a great rest of your day.

Conversation Format

Speaker speaker_0: Oh.

Speaker speaker_1: Benefits in regards, this is Pam speaking. How may I help you?

Speaker speaker_2: Yes, I was calling about my insurance.

Speaker speaker_1: I could barely hear you, ma'am.

Speaker speaker_2: I was calling about my insurance.

Speaker speaker_1: Okay, who do you work for, ma'am?

Speaker speaker_2: Search.

Speaker speaker_1: Search?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 7957.

Speaker speaker_1: Your first and last name.

Speaker speaker_2: Stacy Annabeths.

Speaker speaker_0: Oh. Stacy?

Speaker speaker_2: Stacy Annabeths.

Speaker speaker_0: Stacy Annabeths, okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: 2046 Chamber Drive, L31102.

Speaker speaker_0: Um, we have a telephone number on file, 6624326409?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So, Stacy, I see here that you was auto-enrolled, but we have not received any payment from your employer, so your benefits are not active. Are you currently working, for sure?

Speaker speaker_2: Uh, yes, ma'am.

Speaker speaker_1: Have you seen the deductions on your payroll?

Speaker speaker_2: Uh, what now?

Speaker speaker_1: Have you seen that they've taken out the- the \$15.16 for your health insurance?

Speaker speaker_2: They haven't taken out my thing. Have they been taken out my insurance?

Speaker speaker_0: Have they taken out my insurance?

Speaker speaker_2: Yeah.

Speaker speaker_0: It came out?

Speaker speaker_2: Yes.

Speaker speaker_1: When did that come out?

Speaker speaker_2: She said when.

Speaker speaker_0: Um, this pay period, honey.

Speaker speaker_2: This pay period.

Speaker speaker_1: And so, we have not received it yet, and usually the benefits starts on the following Monday after we receive the premium. So, if they did it this week, um-

Speaker speaker_2: You said what?

Speaker speaker_0: Yeah, if the first-

Speaker speaker_1: So, if they did it this week, it will most likely show up next week.

Speaker speaker_2: It was last week.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: We have not received it yet.

Speaker speaker_2: So, when are you gonna-

Speaker speaker_1: It has not gone in at this time yet.

Speaker speaker_2: Okay, when are you gonna receive it?

Speaker speaker_1: Well, we don't have access to your payroll. We have to wait for them to send it over. Um, so if they did it last week, most likely we're going to see it by the next... I suggest you to give us a call back on Monday and see if there's any update in the system.

Speaker speaker_2: So, you said Monday?

Speaker speaker_0: Yes, ma'am. How can I help you?

Speaker speaker_1: If you could give us a call on Monday and see if any up- anything is updated. So, as for right now, we don't have anything in the system.

Speaker speaker_2: You said they got to send it... Okay.

Speaker speaker_0: Yeah. No.

Speaker speaker_3: No. I wish I could say I don't know what we got.

Speaker speaker_1: Hello. Yes, ma'am.

Speaker speaker_3: But I can't.

Speaker speaker_2: First, you got to send it over.

Speaker speaker_3: I wish I could curse you out.

Speaker speaker_1: Excuse me?

Speaker speaker_2: You said first, you got to send it over.

Speaker speaker_1: Yes. We don't have access to your payroll. All we do is enroll you, send information to them and they will process the rest.

Speaker speaker_2: She said you got to send it over. My insurance? Let me see.

Speaker speaker_1: What was that?

Speaker speaker_2: The payroll. You said the payroll or something?

Speaker speaker_1: The payroll department or your HR department are the one in charge of processing that information. All we do is send them the information that you are enrolled. Anything else is on their end.

Speaker speaker_0: You want some ?

Speaker speaker_2: Is there insurance on... is their insurance number? Okay.

Speaker speaker_1: Are you talking to me, ma'am?

Speaker speaker_2: That's all I got. Yes.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Like I said, all we do is enroll you, send information to Search. After that, it's on their, on Search's side to complete the enrollment, to deduct the pay- the the amount out of your payroll.

Speaker speaker_0: Okay, then. Fine.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can do for you, ma'am?

Speaker speaker_0: Hold on, hold on.

Speaker speaker_2: That's it.

Speaker speaker_0: You didn't miss nothing.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of your day.