

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Hi. Uh, my name is Lauren Rickman. I'm just calling, um, to see when my, like, insurance card's gonna arrive 'cause... Oh, sure. May I have the last four digits- ... of this, of your Social and the company you say you work for? I work for Care and Staffing. The last four digits of my Social are 7613. Okay. And what was your first and last name, ma'am? Lauren Rickman. Miss Rickman, 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. Okay. 5585, and my address is 7780 East Barroco Drive, Scottsdale, Arizona 85258. We have a phone number on file, 602-348-0333. 33, yep. And your email... Okay, and your email is your first name, your last name @gmail.com? You got it. Okay. So... All right. I'll figure out what might be a standard. Okay. So I'll check if they are, um, generate, generated in our system. Okay. Now, your benefits are not active this week though. We didn't receive- Okay. No. Why? ... yet the premium from your employer. Did you miss a week of, of work? No. I did not miss a week of work. Okay. So let's see. Have you... Um, do you see the deduction on your payroll though? Yeah, on the last one. Okay. I'll check on the ID card, and then I will send you an email where you could send us copy of your pay stub so we could see the deduction, it was there, and see why it was not... we didn't, we didn't receive it. Okay. Perfect. All right. And they'll deduct from this week, right? Yeah. They should. Let's see. 10, 20, 30. Okay. All right. Cool beans. I'll look for it. Okay. Just bear with me. Let me put you in a brief hold. Yep. Thank you. Miss Rickman? Yeah. Okay. Thank you for holding. So the ID cards are not generated yet in our system. Okay. Sorry. I'm actually not quite busy. But- Excuse me? Hello? Okay. Yeah. I can hear now. Okay. So the ID cards are not generated yet in our system. Okay. It might be because of the changes of, of the benefits. You first had it for the family, and then you changed it on to employees plus child. Yeah. So, it was like in the same week. It might be that the reason why. So what I'm gonna do, I'm gonna reach out to the back office, and see when they are going to be available to us. Meanwhile, can you please check your spam and junk mail? I'll email you the email with the instructions. Okay. Yeah. So you could send them a pic of your pay stub. Okay. Right. Um, it takes 48 to 78... 72 hours after we receive the email for the back office to go over it and see the reason why we didn't receive it. And I will be reaching out to you. Okay. Do you have a specific time for me to call you? No. Anytime is good. I'm around. Perfect. All right. So, is there anything else I could do for you, um, in regards to this? No. Thanks. That was a big help. I'll get back to you as soon as I put my email. All right. Thank you for giving us a call today, and have a gr- great rest of your day. Okay. You too. Thanks. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Uh, my name is Lauren Rickman. I'm just calling, um, to see when my, like, insurance card's gonna arrive 'cause...

Speaker speaker_1: Oh, sure. May I have the last four digits- ... of this, of your Social and the company you say you work for?

Speaker speaker_2: I work for Care and Staffing. The last four digits of my Social are 7613.

Speaker speaker_1: Okay. And what was your first and last name, ma'am?

Speaker speaker_2: Lauren Rickman.

Speaker speaker_1: Miss Rickman, 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_2: Okay. 5585, and my address is 7780 East Barroco Drive, Scottsdale, Arizona 85258.

Speaker speaker_1: We have a phone number on file, 602-348-0333.

Speaker speaker_2: 33, yep.

Speaker speaker_1: And your email... Okay, and your email is your first name, your last name @gmail.com?

Speaker speaker_2: You got it.

Speaker speaker_1: Okay. So... All right. I'll figure out what might be a standard. Okay. So I'll check if they are, um, generate, generated in our system.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, your benefits are not active this week though. We didn't receive-

Speaker speaker_2: Okay. No. Why?

Speaker speaker_1: ... yet the premium from your employer. Did you miss a week of, of work?

Speaker speaker_2: No. I did not miss a week of work.

Speaker speaker_1: Okay. So let's see. Have you... Um, do you see the deduction on your payroll though?

Speaker speaker_2: Yeah, on the last one.

Speaker speaker_1: Okay. I'll check on the ID card, and then I will send you an email where you could send us copy of your pay stub so we could see the deduction, it was there, and see

why it was not... we didn't, we didn't receive it.

Speaker speaker_2: Okay. Perfect.

Speaker speaker_1: All right.

Speaker speaker_2: And they'll deduct from this week, right?

Speaker speaker_1: Yeah. They should. Let's see. 10, 20, 30.

Speaker speaker_2: Okay. All right. Cool beans. I'll look for it.

Speaker speaker_1: Okay. Just bear with me. Let me put you in a brief hold.

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. Miss Rickman?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Thank you for holding. So the ID cards are not generated yet in our system.

Speaker speaker_2: Okay. Sorry. I'm actually not quite busy. But-

Speaker speaker_1: Excuse me? Hello?

Speaker speaker_2: Okay. Yeah. I can hear now.

Speaker speaker_1: Okay. So the ID cards are not generated yet in our system.

Speaker speaker_2: Okay.

Speaker speaker_1: It might be because of the changes of, of the benefits. You first had it for the family, and then you changed it on to employees plus child.

Speaker speaker_2: Yeah.

Speaker speaker_1: So, it was like in the same week. It might be that the reason why. So what I'm gonna do, I'm gonna reach out to the back office, and see when they are going to be available to us. Meanwhile, can you please check your spam and junk mail? I'll email you the email with the instructions.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: So you could send them a pic of your pay stub.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Um, it takes 48 to 78... 72 hours after we receive the email for the back office to go over it and see the reason why we didn't receive it. And I will be reaching out to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have a specific time for me to call you?

Speaker speaker_2: No. Anytime is good. I'm around.

Speaker speaker_1: Perfect. All right. So, is there anything else I could do for you, um, in regards to this?

Speaker speaker_2: No. Thanks. That was a big help. I'll get back to you as soon as I put my email.

Speaker speaker_1: All right. Thank you for giving us a call today, and have a gr- great rest of your day.

Speaker speaker_2: Okay. You too. Thanks. Bye.