

## **Transcript: Pamela**

**Blanc-5652263013400576-5626173704323072**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Good afternoon. I was actually calling because I've been at my job now for... almost a month, and they told me my insurance was active and I's just trying to see like, I don't have any insurance card, I don't have an insurance policy number. I don't have anything. And who do you work for, ma'am? HSS Staffing. Okay. Let's see. HSS, HSS... And the last four digits of the Social? 8344. 8344. Your first and last name? Tamara Yowe. And you said the last four is 8344? Yep. Can you spell your last name for me please just to make sure ? Y- y- uh, Y-O-W-E. Okay, I've got it here. Okay. Um, Tamara Yowe, can you please verify your complete address and date of birth, just for security reasons to make sure we are in the correct file? It's 808 Tyler Circle, Apartment C, Hoover, Alabama, 35226. Okay. Three, five... You said the ZIP code's 35266? 35226. Got the wrong ZIP code here... All right. We have a telephone number on 52059203583 and rameylea10- Yes, ma'am. ...icloud.com is your email? Mm-hmm. The way I see that, yes, you are enrolled dental and medical, but we have not received a first payment from your employer. Um, the benefits start the following Monday after we receive the first, uh, premium from your payroll. And we have not received that yet. That's why we're waiting, just so your benefits will start. I'm s-... Oh Lord. Yeah. I'm confused on what you mean by that. Okay, so your payment for \$20.19, it comes out of your paycheck. We do not have access to your payroll, so your, um, payroll department have to set up that, uh, that payment out of your check so we could receive it and then your ID, um, your benefits will start. Okay, so how long will it take for that to happen after the job supposedly? 'Cause they, this job, you know, I'm damn nears hurt. The, they said that I'm already active. They don't, they already, they told me to enroll, to call y'all and enroll. I don't, I don't, that's why I don't understand what's going on. I just work at... I ain't never had this shit happen to me. I work at a job. I signed up for benefits and it's, I don't have 'em. I, I, I don't get what I'm supposed to do. Well, uh, we, we, all we do is process the enrollment and send them the information that you've been enrolled and, and all they have to do is, like, add that to your payroll. Um, usually it takes one to two weeks for that to happen. I am, have no idea why they haven't done it, but the benefits- Yeah. ... usually start the following Monday after we receive the first premium. All right, thank you. All right. I'm gonna click off. Thank you for giving us a call. Have a-

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker\_2: Good afternoon. I was actually calling because I've been at my job now for... almost a month, and they told me my insurance was active and I's just trying to see like, I don't have any insurance card, I don't have an insurance policy number. I don't have anything.

Speaker speaker\_1: And who do you work for, ma'am?

Speaker speaker\_2: HSS Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Let's see.

Speaker speaker\_4: HSS, HSS...

Speaker speaker\_1: And the last four digits of the Social?

Speaker speaker\_2: 8344.

Speaker speaker\_1: 8344. Your first and last name?

Speaker speaker\_2: Tamara Yowe.

Speaker speaker\_1: And you said the last four is 8344?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Can you spell your last name for me please just to make sure ?

Speaker speaker\_2: Y- y- uh, Y-O-W-E.

Speaker speaker\_1: Okay, I've got it here. Okay. Um, Tamara Yowe, can you please verify your complete address and date of birth, just for security reasons to make sure we are in the correct file?

Speaker speaker\_2: It's 808 Tyler Circle, Apartment C, Hoover, Alabama, 35226.

Speaker speaker\_1: Okay. Three, five... You said the ZIP code's 35266?

Speaker speaker\_2: 35226.

Speaker speaker\_1: Got the wrong ZIP code here... All right. We have a telephone number on 52059203583 and rameylea10-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: ...icloud.com is your email?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The way I see that, yes, you are enrolled dental and medical, but we have not received a first payment from your employer. Um, the benefits start the following Monday after we receive the first, uh, premium from your payroll. And we have not received

that yet. That's why we're waiting, just so your benefits will start.

Speaker speaker\_2: I'm s-... Oh Lord. Yeah. I'm confused on what you mean by that.

Speaker speaker\_1: Okay, so your payment for \$20.19, it comes out of your paycheck. We do not have access to your payroll, so your, um, payroll department have to set up that, uh, that payment out of your check so we could receive it and then your ID, um, your benefits will start.

Speaker speaker\_2: Okay, so how long will it take for that to happen after the job supposedly? 'Cause they, this job, you know, I'm damn nears hurt. The, they said that I'm already active. They don't, they already, they told me to enroll, to call y'all and enroll. I don't, I don't, that's why I don't understand what's going on. I just work at... I ain't never had this shit happen to me. I work at a job. I signed up for benefits and it's, I don't have 'em. I, I, I don't get what I'm supposed to do.

Speaker speaker\_1: Well, uh, we, we, all we do is process the enrollment and send them the information that you've been enrolled and, and all they have to do is, like, add that to your payroll. Um, usually it takes one to two weeks for that to happen. I am, have no idea why they haven't done it, but the benefits-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... usually start the following Monday after we receive the first premium.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: All right.

Speaker speaker\_2: I'm gonna click off.

Speaker speaker\_1: Thank you for giving us a call. Have a-