

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking, how may I help you? Um, hi. Uh, I'd like to request a electronic, um, insurance card. Sure. May I have the last four digits of your social and the staffing agency you work for? Um, sure. I work for Nour Staffing, and my last four digits are... Hold on. 3279. Your first and last name, sir? Matthew Ettinger-Curnan. All right. Mr. Matthew, 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. You want my complete address and date of birth, is what you said? Yes, sir. Um, uh, 52 Van Zandt Street, Norwalk, Connecticut. Um, that should be what it is. Uh, and my date of birth was September 15th, 1993. Do you need the zip code? Yes, please, just to make sure we have the correct information in the system. Right. Uh, 06855. Okay. Thank you for the information. We have telephone number on file. 0032479307, and your email is mat2ec93@gmail.com. Uh, yes. Okay. So, I could send you the ID card, but your benefits are not active this week. Have you missed a day of work? Um, a week of work? Have I what? Have you missed, uh, work last week? Last week? Uh... I'm asking because we have not received your premium for this week. And the benefit's showing not active. N- n- no. I- I shouldn't ha- I didn't miss work last week. I don't... Let's see. No, I don't believe so. No. H- have you seen your pay stub, and, and did they make the deduction on your payroll? Uh, I can check. Yeah, because it's not showing in our end. So, is it deterring week by week if I have access to benefits? Yes. These benefits are not like major insurance. They're pretty much a weekly basic. Weekday you pay, weekday you are covered. But maybe if, if something didn't go right with the payroll deductions, and we didn't receive it, it might be on your employer's end. So, but it's not- I mean, I don't know how to... Like, what- What I can do- What, would I have to contact Nour? If you would like to do so, that's completely fine. I also could send an email to my back office, and have them check as well why we haven't received a premium. Okay. Uh, yeah. All right. Um... Right. So, it takes around, around, uh, 24 hours, 24 to 48 hours. That's the timeframe they give us. But, um, if I get any response before that time, I will give you a call and let you know the status of your benefits. Okay. All right. Uh, yeah. I mean, I don't get a, like, weekly pay stub, or like- Oh. ... update on that. It's all, it's all electronic. Um, they sent it to me during, like, tax seasons and stuff, but- Okay. Um... I'll double check. I mean, I will send the information to my back office, and I'll give you a call as soon as I get the information and let you know. I mean, okay. And I will email you the ID card as well. Um, and I should probably... Hold on. Probably should message Nour. Uh, hold on. Actually, I s- I just found a pay stub here. Mm-hmm. I think I was wrong. Yeah, they sent it to me six days ago. Uh. Mm-hmm. Yeah, it says... Uh, I don't know if this is- It should be- ... the updated... Uh, I mean, it says that it has, uh, yes, deducted money. Okay. So- But like I said, we don't have access, uh, next to your payroll. I don't have that information. I still have to send the, the email to my back office, so they could help me, um,

and find out why we didn't receive your premium. Okay. Uh, is there a way I could still get my insurance information, so I could update my pharmacy and my doctor? Or... Yeah. I'm gonna email you the ID card. Just remember the date on it. Okay. This week. Wait until we get that information before you use it, all right? Okay. Um, well, hopefully, I have it by tomorrow. I have a doctor's appointment tomorrow, so... Um, but- We should be, we should be- All right, well... Okay. All right? Anything else I can do for you, sir? Um, no. Thank you, though. All right, thank you for giving us a call. Have a great rest of the day, sir. All right, and you'll- Oh, sir? You were calling me back- I'm sorry, go ahead. Yeah? I will give you- So, what were you gonna say? I will give you a call as soon as I get an answer from the back office. Now, with the ID card, check your spam and junk mail, it might go there, and it's coming in from info@benefitscentercard. Okay. All right? Um... Thank you. Is that what you, that's all you wanted to say? Yes, sir. Oh, okay. Well, all right. Well, thank you. Have a good day. All right. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking, how may I help you?

Speaker speaker_1: Um, hi. Uh, I'd like to request a electronic, um, insurance card.

Speaker speaker_0: Sure. May I have the last four digits of your social and the staffing agency you work for?

Speaker speaker_1: Um, sure. I work for Nour Staffing, and my last four digits are... Hold on. 3279.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Matthew Ettinger-Curnan.

Speaker speaker_0: All right. Mr. Matthew, 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: You want my complete address and date of birth, is what you said?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Um, uh, 52 Van Zandt Street, Norwalk, Connecticut. Um, that should be what it is. Uh, and my date of birth was September 15th, 1993. Do you need the zip code?

Speaker speaker_0: Yes, please, just to make sure we have the correct information in the system.

Speaker speaker_1: Right. Uh, 06855.

Speaker speaker_0: Okay. Thank you for the information. We have telephone number on file. 0032479307, and your email is mat2ec93@gmail.com.

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So, I could send you the ID card, but your benefits are not active this week. Have you missed a day of work? Um, a week of work?

Speaker speaker_1: Have I what?

Speaker speaker_0: Have you missed, uh, work last week?

Speaker speaker_1: Last week? Uh...

Speaker speaker_0: I'm asking because we have not received your premium for this week. And the benefit's showing not active.

Speaker speaker_1: N- n- no. I- I shouldn't ha- I didn't miss work last week. I don't... Let's see. No, I don't believe so. No.

Speaker speaker_0: H- have you seen your pay stub, and, and did they make the deduction on your payroll?

Speaker speaker_1: Uh, I can check.

Speaker speaker_0: Yeah, because it's not showing in our end.

Speaker speaker_1: So, is it deterring week by week if I have access to benefits?

Speaker speaker_0: Yes. These benefits are not like major insurance. They're pretty much a weekly basic. Weekday you pay, weekday you are covered. But maybe if, if something didn't go right with the payroll deductions, and we didn't receive it, it might be on your employer's end. So, but it's not-

Speaker speaker_1: I mean, I don't know how to... Like, what-

Speaker speaker_0: What I can do-

Speaker speaker_1: What, would I have to contact Nour?

Speaker speaker_0: If you would like to do so, that's completely fine. I also could send an email to my back office, and have them check as well why we haven't received a premium.

Speaker speaker_1: Okay. Uh, yeah.

Speaker speaker_0: All right.

Speaker speaker_1: Um...

Speaker speaker_0: Right. So, it takes around, around, uh, 24 hours, 24 to 48 hours. That's the timeframe they give us. But, um, if I get any response before that time, I will give you a call and let you know the status of your benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Uh, yeah. I mean, I don't get a, like, weekly pay stub, or like-

Speaker speaker_0: Oh.

Speaker speaker_1: ... update on that. It's all, it's all electronic. Um, they sent it to me during, like, tax seasons and stuff, but-

Speaker speaker_0: Okay.

Speaker speaker_1: Um...

Speaker speaker_0: I'll double check. I mean, I will send the information to my back office, and I'll give you a call as soon as I get the information and let you know.

Speaker speaker_1: I mean, okay.

Speaker speaker_0: And I will email you the ID card as well.

Speaker speaker_1: Um, and I should probably... Hold on. Probably should message Nour. Uh, hold on. Actually, I s- I just found a pay stub here.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I think I was wrong. Yeah, they sent it to me six days ago. Uh.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, it says... Uh, I don't know if this is-

Speaker speaker_0: It should be-

Speaker speaker_1: ... the updated... Uh, I mean, it says that it has, uh, yes, deducted money.

Speaker speaker_0: Okay.

Speaker speaker_1: So-

Speaker speaker_0: But like I said, we don't have access, uh, next to your payroll. I don't have that information. I still have to send the, the email to my back office, so they could help me, um, and find out why we didn't receive your premium.

Speaker speaker_1: Okay. Uh, is there a way I could still get my insurance information, so I could update my pharmacy and my doctor? Or...

Speaker speaker_0: Yeah. I'm gonna email you the ID card. Just remember the date on it.

Speaker speaker_1: Okay.

Speaker speaker_0: This week. Wait until we get that information before you use it, all right?

Speaker speaker_1: Okay. Um, well, hopefully, I have it by tomorrow. I have a doctor's appointment tomorrow, so... Um, but-

Speaker speaker_0: We should be, we should be-

Speaker speaker_1: All right, well... Okay.

Speaker speaker_0: All right? Anything else I can do for you, sir?

Speaker speaker_1: Um, no. Thank you, though.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: All right, and you'll-

Speaker speaker_0: Oh, sir?

Speaker speaker_1: You were calling me back-

Speaker speaker_0: I'm sorry, go ahead.

Speaker speaker_1: Yeah?

Speaker speaker_0: I will give you-

Speaker speaker_1: So, what were you gonna say?

Speaker speaker_0: I will give you a call as soon as I get an answer from the back office. Now, with the ID card, check your spam and junk mail, it might go there, and it's coming in from info@benefitscentercard.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: Um...

Speaker speaker_0: Thank you.

Speaker speaker_1: Is that what you, that's all you wanted to say?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, okay. Well, all right. Well, thank you. Have a good day.

Speaker speaker_0: All right.

Speaker speaker_1: All right.