

Transcript: VICTORIA

Taylor-4813433091342336-6252980719271936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Lori Arnold and I signed up the other day to get the insurance through WorkSource in Fort Smith. And I was just wondering when does that insurance coverage take effect? Um, so once you enroll, it can take about one to two weeks for the, uh, enrollment to be processed through payroll and then- Mm-hmm. ... coverage would start the following Monday of your first payroll deduction. Okay. Thank you so much. Yes, ma'am. Did you need help with anything else? No, that's, that's it. So- All right. ... I, I, I'm trying to think when I applied for that. I just need to cancel my other insurance that I have. I mean, I can- And- ... I can pull up your file and see if it is active. I mean, if it's not, I still wouldn't be able to give a specific date just 'cause we don't have access to payroll, so I'm not sure when they'll make that first deduction. Okay. Um, but what's the name of the agency you work for? Uh, WorkSource in Fort Smith. And the last four of your social? 4831. And your first and last name? Lori, L-O-R-I. Arnold, A-R-N-O-L-D. Okay. And then if you'll verify your address and date of birth. It's 1103 North 10th Street and it's Barling, Arkansas 72923. And my birthdate is 10/21/63. Phone number 479-414-7397? Correct. And then email is L-V-B-U-R-R-O-W-S1963@Yahoo.com? Mm-hmm. Yeah. Okay. Um, I don't see we've received a deduction just yet, so it's still in a pending status. Okay. I wonder if I oughta- Do you want to check your pay stubs? Oh, yeah. Yeah. Okay. Yeah. Definitely. Um, I would just keep an eye on your pay stubs for like the next week or two. And then like I said, once you see that first deduction for the coverage come out, it will- Mm-hmm. ... definitely start the following Monday. Okay. All right. Thank you so much. Yes, ma'am. You have a wonderful day. You too and happy Thanksgiving. You too. Thank you. Bye-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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. My name is Lori Arnold and I signed up the other day to get the insurance through WorkSource in Fort Smith. And I was just wondering when does that insurance coverage take effect?

Speaker speaker_1: Um, so once you enroll, it can take about one to two weeks for the, uh, enrollment to be processed through payroll and then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... coverage would start the following Monday of your first payroll deduction.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Yes, ma'am. Did you need help with anything else?

Speaker speaker_2: No, that's, that's it. So-

Speaker speaker_1: All right.

Speaker speaker_2: ... I, I, I'm trying to think when I applied for that. I just need to cancel my other insurance that I have.

Speaker speaker_1: I mean, I can-

Speaker speaker_2: And-

Speaker speaker_1: ... I can pull up your file and see if it is active. I mean, if it's not, I still wouldn't be able to give a specific date just 'cause we don't have access to payroll, so I'm not sure when they'll make that first deduction.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but what's the name of the agency you work for?

Speaker speaker_2: Uh, WorkSource in Fort Smith.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4831.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Lori, L-O-R-I. Arnold, A-R-N-O-L-D.

Speaker speaker_1: Okay. And then if you'll verify your address and date of birth.

Speaker speaker_2: It's 1103 North 10th Street and it's Barling, Arkansas 72923. And my birthdate is 10/21/63.

Speaker speaker_1: Phone number 479-414-7397?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is L-V-B-U-R-R-O-W-S1963@Yahoo.com?

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: Okay. Um, I don't see we've received a deduction just yet, so it's still in a pending status.

Speaker speaker_2: Okay. I wonder if I oughta-

Speaker speaker_1: Do you

Speaker speaker_3: want to check your pay stubs?

Speaker speaker_2: Oh, yeah. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. Definitely.

Speaker speaker_1: Um, I would just keep an eye on your pay stubs for like the next week or two. And then like I said, once you see that first deduction for the coverage come out, it will-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... definitely start the following Monday.

Speaker speaker_2: Okay. All right. Thank you so much.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too and happy Thanksgiving.

Speaker speaker_1: You too.

Speaker speaker_2: Thank you. Bye-bye.