

Transcript: VICTORIA

Taylor-4845189031837696-5719163336966144

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I was calling because on the, um, February 14th, I went and enrolled at the temp service for, um, vision and dental, but I noticed it hasn't come out of my check yet. So I was trying to see when will it start, um, coming out. Okay. Um, so we're just your benefits administrators. Your employer is the ones that make the deduction, and unfortunately we don't have access to payroll. So we wouldn't know exactly when they plan on making that deduction, but I know typically when you enroll, it can take about one to two weeks to be processed through payroll. Okay, 'cause she gave me the paper and she told me to call. I went there- up there, and she told me to call you all. So now- I mean, we do administer the benefits and I can pull up your file to see if you're- Okay. ... pending for enrollment. But ultimately- Okay. Okay. ... they are the ones that make that deduction. Um- Oh, okay. Okay. Maybe that's what she want me to do. What is the name of the... What's the name of the agency you work for? On Track. And the last four of your social? 2271. And your first and last name? Latonya Harris. Okay. Do you mind verifying your address and date of birth? 2550 Stockbridge Road, Apartment 17-104, Denton, Texas 76208, 9-19-84. Phone number 940-735-7925? Yes, ma'am. And then email is renea20072011@gmail.com? Yes, ma'am. Okay. So I do see that you're enrolled into dental and vision for employee only. I don't see that we've received a payroll deduction yet. Okay. So I'll need to go to them and ask them when they plan on deducting it basically? Yeah. You can let them know that you spoke to us at Benefits on a Card. You are enrolled but we have not received the first payroll deduction yet. Okay. Okay. I will let them know. Thank you so much. You're welcome. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I was calling because on the, um, February 14th, I went and enrolled at the temp service for, um, vision and dental, but I noticed it hasn't come out of my check yet. So I was trying to see when will it start, um, coming out.

Speaker speaker_0: Okay. Um, so we're just your benefits administrators. Your employer is the ones that make the deduction, and unfortunately we don't have access to payroll. So we wouldn't know exactly when they plan on making that deduction, but I know typically when you enroll, it can take about one to two weeks to be processed through payroll.

Speaker speaker_1: Okay, 'cause she gave me the paper and she told me to call. I went there- up there, and she told me to call you all. So now-

Speaker speaker_0: I mean, we do administer the benefits and I can pull up your file to see if you're-

Speaker speaker_1: Okay.

Speaker speaker_0: ... pending for enrollment. But ultimately-

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: ... they are the ones that make that deduction. Um-

Speaker speaker_1: Oh, okay. Okay. Maybe that's what she want me to do.

Speaker speaker_0: What is the name of the... What's the name of the agency you work for?

Speaker speaker_1: On Track.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2271.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Latonya Harris.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 2550 Stockbridge Road, Apartment 17-104, Denton, Texas 76208, 9-19-84.

Speaker speaker_0: Phone number 940-735-7925?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is renea20072011@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I do see that you're enrolled into dental and vision for employee only. I don't see that we've received a payroll deduction yet.

Speaker speaker_1: Okay. So I'll need to go to them and ask them when they plan on deducting it basically?

Speaker speaker_0: Yeah. You can let them know that you spoke to us at Benefits on a Card. You are enrolled but we have not received the first payroll deduction yet.

Speaker speaker_1: Okay. Okay. I will let them know. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Okay.

Speaker speaker_0: Bye-bye.