

## Transcript: VICTORIA

**Taylor-5143976316813312-6746222993391616**

### Full Transcript

... is in check. So- Thank you for calling Benefit of Arts. This is Tori. How can I help you? You said your name is Tori? Yes. Hello? Can I help you? Well, is there, is something that you can help me with? Yes. I'm, I'm through- Can you hear me? ... ISF Innovative Staffing. Yes. I can hear you. Can you hear me? Hello? Sounds like we might have a difficult call. I can hear you fine. Okay. Well, I, I can hear you as well. Can you hear me? Yes, sir. There might, it sounds like there is a delay in the phone call. Oh, okay. But I can hear you just fine. All right. Well, I'm through Innovated Staffing Solutions. Okay. And I was wondering if there was a way I can have my insurance cards? Okay. Do they get sent through the mail or do, can you fax me the information and I can print it out myself? So, once the coverage is active, the ID cards are made and sent to you. It does typically take about seven to 10 business days to get those ID cards. Okay. Because they told me- Some come in the mail, some are emailed to you, just depending on the- Okay. 'Cause I was told as soon as I started working, I had benefits through the N, or the INA card, um, 'cause I have an eye appointment for the February the 11th at 1:00 PM. And I was just wondering if I had to pay that out of pocket or not. It's no big deal if I do, I was just trying to make sure I could, you know, maybe save some money. Okay. Yeah. So your coverage is not active immediately. Um, once you enroll, it can take about one to two weeks for that to be processed through payroll. Okay. And then coverage should start the following Monday of your first payroll deduction. So that's typically how it works. Okay. But let me pull up your file and see what's going on with your specific file. Um, what's- Okay. ... the last four of your social? 0827. Okay. And your first and last name? It is Quintin, it's spelled Q-U-I-N-T-I-N McManus, spelt M-C-M-A-N-U-S. Do you mind verifying your address and date of birth? Uh, you cut out there, hon. I'm sorry. Uh, your mailing address and date of birth. Okay. So my mailing address is 10031 State Route 154 Sparta, Illinois, 62286. My date of birth is 03/13/1999. Okay. And then phone number is 618-708-2754? Yes, ma'am. And then email is R-O-I-D-S-A-N-C-O-K-E369@gmail.com? That is not correct. Okay. What should it be? It should be my first and last name as I just spelled it, 90@gmail. Okay. I will update that. Um, I do not that coverage is active yet. We have not received the first payroll deduction for it. No, no. That, that should happen this week but, um, that, that's fine. If I have to pay out of pocket, it's okay. I mean, I got money saved. It's, it's all right. I just wanted to make sure and be thorough about it if, if there was something I can, you know, save a couple bucks on. Hey, cool. I understand. Um, but could you answer me this? Um, since my first deduction... Here, hold on. I'll pull my calendar real quick. I apologize about the wait. Where's my calendar? Uh, there it is. Okay. So my first payroll deduction, it should happen between the 29th and the 31st. And my, uh, my appointment is for the 11th. So I should have two paychecks before the 11th. Would it benefit me if, uh, I call you back here, let's say the, the 5th, next Wednesday? Or two weeks from now? Or, no, one week- So... ... from now. The 5th? So let me ask you

this. When you say your first payroll deduction, are you referring to your first paycheck? Yes. Yes. Absolutely. Okay. So, what I mean by first payroll deduction is when that deduction is made out, the, the first instance it's made out of your check. Now, it, it's not necessarily going to be made on your first paycheck. It could be made on the next check. Oh, okay. So- It could be made on next check. Either way, when you see that deduction being made out of your paycheck for the benefits, the coverage- Mm-hmm. ... will start the following Monday. Oh, okay. So it's, it's the following week. Right. So I will not see benefits or anything like that probably until the 17th. Depending, I would- I wish I had an exact date. No, no, it's okay. Um, it's just I don't have access... No, it's okay. I understand. That's why I called. Um, I just don't... Yeah. So I, I'm just trying to explain to you why I don't have that date. So we don't have access- Okay. ... to payroll. I know it can take up to two weeks after you enroll before you see that deduction being made out of your check. So it could be- Oh. No, honey. That, that, that's perfect. Tha- that's fine. Okay. Um, but yeah. I mean if you- Like I said- ... want to call us back, uh, next week, we can check to see if we've received a deduction. Um, or if you wanna call us back No, it's okay. ... in a week. I'll probably call you guys Tuesday of, uh, February the 18th 'cause the way that you're explaining it to me, I mean, I, that gives us two weeks. So, I, I think that'd be a better time to call you. I, I have no problem paying out of pocket for it. I just wanted to know if I could use it or not. But that's all right. I'll just pay out of pocket. There's no worries there. Okay. Uh, the, the, I, Innovative Staffing Solutions, they told me to give you guys a call to get more information on it and you did, you did one hell of a job today to explain that. So I appreciate it. Yes, sir. You have a wonderful day. Yeah. You as well, hon. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: ... is in check. So-

Speaker speaker\_1: Thank you for calling Benefit of Arts. This is Tori. How can I help you?

Speaker speaker\_2: You said your name is Tori?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Can I help you?

Speaker speaker\_2: Well, is there, is something that you can help me with? Yes. I'm, I'm through-

Speaker speaker\_1: Can you hear me?

Speaker speaker\_2: ... ISF Innovative Staffing. Yes. I can hear you. Can you hear me? Hello?

Speaker speaker\_1: Sounds like we might have a difficult call. I can hear you fine.

Speaker speaker\_2: Okay. Well, I, I can hear you as well. Can you hear me?

Speaker speaker\_1: Yes, sir. There might, it sounds like there is a delay in the phone call.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: But I can hear you just fine.

Speaker speaker\_2: All right. Well, I'm through Innovated Staffing Solutions.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And I was wondering if there was a way I can have my insurance cards?

Speaker speaker\_1: Okay.

Speaker speaker\_2: Do they get sent through the mail or do, can you fax me the information and I can print it out myself?

Speaker speaker\_1: So, once the coverage is active, the ID cards are made and sent to you. It does typically take about seven to 10 business days to get those ID cards.

Speaker speaker\_2: Okay. Because they told me-

Speaker speaker\_1: Some come in the mail, some are emailed to you, just depending on the-

Speaker speaker\_2: Okay. 'Cause I was told as soon as I started working, I had benefits through the N, or the INA card, um, 'cause I have an eye appointment for the February the 11th at 1:00 PM. And I was just wondering if I had to pay that out of pocket or not. It's no big deal if I do, I was just trying to make sure I could, you know, maybe save some money.

Speaker speaker\_1: Okay. Yeah. So your coverage is not active immediately. Um, once you enroll, it can take about one to two weeks for that to be processed through payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then coverage should start the following Monday of your first payroll deduction. So that's typically how it works.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But let me pull up your file and see what's going on with your specific file. Um, what's-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the last four of your social?

Speaker speaker\_2: 0827.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: It is Quintin, it's spelled Q-U-I-N-T-I-N McManus, spelt M-C-M-A-N-U-S.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, you cut out there, hon. I'm sorry.

Speaker speaker\_1: Uh, your mailing address and date of birth.

Speaker speaker\_2: Okay. So my mailing address is 10031 State Route 154 Sparta, Illinois, 62286. My date of birth is 03/13/1999.

Speaker speaker\_1: Okay. And then phone number is 618-708-2754?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is R-O-I-D-S-A-N-C-O-K-E369@gmail.com?

Speaker speaker\_2: That is not correct.

Speaker speaker\_1: Okay. What should it be?

Speaker speaker\_2: It should be my first and last name as I just spelled it, 90@gmail.

Speaker speaker\_1: Okay. I will update that. Um, I do not

Speaker speaker\_3: that coverage is active yet. We have not received the first payroll deduction for it.

Speaker speaker\_2: No, no. That, that should happen this week but, um, that, that's fine. If I have to pay out of pocket, it's okay. I mean, I got money saved. It's, it's all right. I just wanted to make sure and be thorough about it if, if there was something I can, you know, save a couple bucks on. Hey, cool.

Speaker speaker\_1: I understand.

Speaker speaker\_2: Um, but could you answer me this? Um, since my first deduction... Here, hold on. I'll pull my calendar real quick. I apologize about the wait. Where's my calendar? Uh, there it is. Okay. So my first payroll deduction, it should happen between the 29th and the 31st. And my, uh, my appointment is for the 11th. So I should have two paychecks before the 11th. Would it benefit me if, uh, I call you back here, let's say the, the 5th, next Wednesday? Or two weeks from now? Or, no, one week-

Speaker speaker\_1: So...

Speaker speaker\_2: ... from now. The 5th?

Speaker speaker\_1: So let me ask you this. When you say your first payroll deduction, are you referring to your first paycheck?

Speaker speaker\_2: Yes. Yes. Absolutely.

Speaker speaker\_1: Okay. So, what I mean by first payroll deduction is when that deduction is made out, the, the first instance it's made out of your check. Now, it, it's not necessarily going to be made on your first paycheck. It could be made on the next check.

Speaker speaker\_2: Oh, okay. So-

Speaker speaker\_1: It could be made on next check. Either way, when you see that deduction being made out of your paycheck for the benefits, the coverage-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... will start the following Monday.

Speaker speaker\_2: Oh, okay. So it's, it's the following week.

Speaker speaker\_1: Right.

Speaker speaker\_2: So I will not see benefits or anything like that probably until the 17th. Depending, I would-

Speaker speaker\_1: I wish I had an exact date.

Speaker speaker\_2: No, no, it's okay.

Speaker speaker\_1: Um, it's just I don't have access...

Speaker speaker\_2: No, it's okay. I understand. That's why I called.

Speaker speaker\_1: Um, I just don't... Yeah. So I, I'm just trying to explain to you why I don't have that date. So we don't have access-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to payroll. I know it can take up to two weeks after you enroll before you see that deduction being made out of your check. So it could be-

Speaker speaker\_2: Oh. No, honey. That, that, that's perfect. Tha- that's fine.

Speaker speaker\_1: Okay. Um, but yeah. I mean if you-

Speaker speaker\_2: Like I said-

Speaker speaker\_1: ... want to call us back, uh, next week, we can check to see if we've received a deduction. Um, or if you wanna call us back

Speaker speaker\_3: No, it's okay.

Speaker speaker\_2: ... in a week.

Speaker speaker\_3: I'll probably call you guys Tuesday of, uh, February the 18th 'cause the way that you're explaining it to me, I mean, I, that gives us two weeks. So, I, I think that'd be a better time to call you. I, I have no problem paying out of pocket for it. I just wanted to know if I could use it or not. But that's all right. I'll just pay out of pocket. There's no worries there.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh, the, the, I, Innovative Staffing Solutions, they told me to give you guys a call to get more information on it and you did, you did one hell of a job today to explain that. So I appreciate it.

Speaker speaker\_1: Yes, sir. You have a wonderful day.

Speaker speaker\_2: Yeah. You as well, hon.

Speaker speaker\_1: Thank you. Bye.