

## **Transcript: VICTORIA**

**Taylor-5595914934206464-4936241686036480**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I'm not sure if you're exactly the person that I would need to speak with. Um, I've had... This is like the third Monday... This is the third Monday I've called in a row now trying to get information on my benefits that I've been making payments on for two weeks now, and I'm being told that I still don't have coverage. Um, so I'm just curious how I can get the, the payments back, I guess, if I'm not gonna be covered. Okay. What's the name of the agency you work for? Porters Personnel. And the last four of your Social? 0555. Okay. And your first and last name? Eric Nester. All righty, and do you mind verifying your address and date of birth? Yeah, that's fine. August 3rd, 1987, and then 704 19th Street Northwest, Canton, Ohio, 44709. Okay. And then phone number 614-464-7161? Mm-hmm. And then email is gonna be your first name, jnester@gmail.com. Yes. Okay. So, it looks like we just received a deduction on, uh, today which makes the coverage active starting February 10th. Right, but I'm saying there's been other deductions already taken out, so I don't... I mean, I- Okay, so my system- You can- ... is not showing that. The onl- The first, the deduction that we have was just taken out today. So I, that's my, I guess- Mm-hmm. ... that's what my concern is, like how my pay stubs are showing multiple deductions already. This is the third week now that I'm not covered after paying for coverage. Um, and, you know, like I have a wife and kids that we need certain medical expenses covered right now, and it's just, I'm paying for a service I can't use. Okay. So what I'm gonna do is I'm gonna send you a email with instructions on how to forward over those pay stubs, uh, because we're not showing that in our systems. So we'll have to take a look at the pay stub, confirm that that is a deduction made for the coverage and then see what's going on from there. That's fine. Um, would that email address we have on file be the best email to send it to? That's fine, yes. Okay. So just send, uh, the pay stubs that you've seen those deductions on and we will take a look at it and follow up with you from there. Okay. Do you need help with anything else? No. Okay. You have a wonderful day. You as well.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. I'm not sure if you're exactly the person that I would need to speak with. Um, I've had... This is like the third Monday... This is the third Monday I've called in a row now trying to get information on my benefits that I've been making payments on for two weeks now, and I'm being told that I still don't have coverage. Um, so I'm just curious how

I can get the, the payments back, I guess, if I'm not gonna be covered.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Porters Personnel.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 0555.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: Eric Nester.

Speaker speaker\_0: All righty, and do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah, that's fine. August 3rd, 1987, and then 704 19th Street Northwest, Canton, Ohio, 44709.

Speaker speaker\_0: Okay. And then phone number 614-464-7161?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then email is gonna be your first name, jnester@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, it looks like we just received a deduction on, uh, today which makes the coverage active starting February 10th.

Speaker speaker\_1: Right, but I'm saying there's been other deductions already taken out, so I don't... I mean, I-

Speaker speaker\_0: Okay, so my system-

Speaker speaker\_1: You can-

Speaker speaker\_0: ... is not showing that. The onl- The first, the deduction that we have was just taken out today.

Speaker speaker\_1: So I, that's my, I guess-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... that's what my concern is, like how my pay stubs are showing multiple deductions already. This is the third week now that I'm not covered after paying for coverage. Um, and, you know, like I have a wife and kids that we need certain medical expenses covered right now, and it's just, I'm paying for a service I can't use.

Speaker speaker\_0: Okay. So what I'm gonna do is I'm gonna send you a email with instructions on how to forward over those pay stubs, uh, because we're not showing that in our systems. So we'll have to take a look at the pay stub, confirm that that is a deduction made for the coverage and then see what's going on from there.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Um, would that email address we have on file be the best email to send it to?

Speaker speaker\_1: That's fine, yes.

Speaker speaker\_0: Okay. So just send, uh, the pay stubs that you've seen those deductions on and we will take a look at it and follow up with you from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you need help with anything else?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: You as well.