

Transcript: VICTORIA

Taylor-5988438173859840-6069682295324672

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How are you doing? Um, my name is Decore Royal, I work for On Track Staffing. I was trying to see, 'cause you said that the, um, benefits started on March 10th, but every time I try to get, like, a virtual card or something, it does not happen and I was trying to get my short-term disability paperwork going. But I don't have . Okay. What's the name of the agency you're working for? On Track Staffing. And the last four of your Social? 2969. And your first and last name again? Decore Royal. Do you mind verifying your address and date of birth? 4060 Preferred Place, Apartment 820, uh, Dallas, Texas 75237. Date of birth, 12-31-2000. Phone number nine f- 945-899-3103? 3101. I'm sorry, so 945-899-3101? Yes. Email is jaybenroy@gmail.com? Yeah. Okay. So I do see that you're enrolled. However, your coverage is not yet active because we have not received the first payroll deduction. Typically, after you enroll, it can take up to two weeks for that first deduction to be made, but ultimately it depends on when payroll makes that deduction. And like I said, we just haven't received that. Once they do- All right. ... take that deduction out of your check, coverage will start the following Monday. And then once the coverage is active, that's when the ID cards are made and sent to you, which typically takes about an additional seven to ten business days to get. Oh, man. Man, that is... okay. All right, thanks. No, you're welcome. Now I do just want to make sure that we have the street address spelled correctly. I have P as in Paul, E-R-E-F-F-E-R-E place? P-R-E-F-E-R-R-E-D. Okay, so P-R-E-F-E-R-R-E-D? Yes. Okay, and you said that was apartment 820? Yes. That's in Dallas, 75237. Yes. Is that correct? Yes. Okay. All righty, I will go ahead and update that on our end. Um, so yeah, I would just keep an eye on your pay stub. And like I said, once you see that first deduction being made out of your check, the coverage will start the following Monday. All right. Do you need help with anything else? I guess not, 'cause, uh... All right, thank you. You're welcome. Have a good day.

Conversation Format

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

Speaker speaker_1: How are you doing? Um, my name is Decore Royal, I work for On Track Staffing. I was trying to see, 'cause you said that the, um, benefits started on March 10th, but every time I try to get, like, a virtual card or something, it does not happen and I was trying to get my short-term disability paperwork going. But I don't have .

Speaker speaker_0: Okay. What's the name of the agency you're working for?

Speaker speaker_1: On Track Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2969.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Decore Royal.

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

Speaker speaker_1: 4060 Preferred Place, Apartment 820, uh, Dallas, Texas 75237. Date of birth, 12-31-2000.

Speaker speaker_0: Phone number nine f- 945-899-3103?

Speaker speaker_1: 3101.

Speaker speaker_0: I'm sorry, so 945-899-3101?

Speaker speaker_1: Yes.

Speaker speaker_0: Email is jaybenroy@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I do see that you're enrolled. However, your coverage is not yet active because we have not received the first payroll deduction. Typically, after you enroll, it can take up to two weeks for that first deduction to be made, but ultimately it depends on when payroll makes that deduction. And like I said, we just haven't received that. Once they do-

Speaker speaker_1: All right.

Speaker speaker_0: ... take that deduction out of your check, coverage will start the following Monday. And then once the coverage is active, that's when the ID cards are made and sent to you, which typically takes about an additional seven to ten business days to get.

Speaker speaker_1: Oh, man. Man, that is... okay. All right, thanks.

Speaker speaker_0: No, you're welcome. Now I do just want to make sure that we have the street address spelled correctly. I have P as in Paul, E-R-E-F-F-E-R-E place?

Speaker speaker_1: P-R-E-F-E-R-R-E-D.

Speaker speaker_0: Okay, so P-R-E-F-E-R-R-E-D?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and you said that was apartment 820?

Speaker speaker_1: Yes.

Speaker speaker_0: That's in Dallas, 75237.

Speaker speaker_1: Yes.

Speaker speaker_0: Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All righty, I will go ahead and update that on our end. Um, so yeah, I would just keep an eye on your pay stub. And like I said, once you see that first deduction being made out of your check, the coverage will start the following Monday.

Speaker speaker_1: All right.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: I guess not, 'cause, uh... All right, thank you.

Speaker speaker_0: You're welcome. Have a good day.