

Transcript: Chris Sofield

(deactivated)-4538184231763968-6059861205794816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah, I'm trying to find out what's going on. I got a text message that said there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC if you wish to make a payment. What does this mean? Um, okay. So we're a plan administrator for health insurance benefits for staffing companies. That text message went out to anyone that our system recognizes as having an insurance policy through a staffing company that we partner with. Um, but that policy is not effective this week due to no deduction coming out of any sort of paycheck last week. Uh, do you work with a staffing company, ma'am? Uh, Crown Staffing is what I was at, but now I'm full time with Stonerside Farms. Okay, so... It's the dolphin- The Dolphin in Stourbridge. So it's the fact that you were with Crown Staffing is why you received that text message. You would have had an insurance policy through them, but because you're no longer with them and have, most likely are no longer receiving your paychecks from them, any coverage that you may have had through them is no longer effective anymore because it's, it was being paid for through your Crown paychecks. Oh, okay. Thank you very much. You're welcome. Thanks for calling and have a good day. You too. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yeah, I'm trying to find out what's going on. I got a text message that said there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC if you wish to make a payment. What does this mean?

Speaker speaker_1: Um, okay. So we're a plan administrator for health insurance benefits for staffing companies. That text message went out to anyone that our system recognizes as having an insurance policy through a staffing company that we partner with. Um, but that policy is not effective this week due to no deduction coming out of any sort of paycheck last week. Uh, do you work with a staffing company, ma'am?

Speaker speaker_2: Uh, Crown Staffing is what I was at, but now I'm full time with Stonerside Farms.

Speaker speaker_1: Okay, so...

Speaker speaker_2: It's the dolphin- The Dolphin in Stourbridge.

Speaker speaker_1: So it's the fact that you were with Crown Staffing is why you received that text message. You would have had an insurance policy through them, but because you're no longer with them and have, most likely are no longer receiving your paychecks from them, any coverage that you may have had through them is no longer effective anymore because it's, it was being paid for through your Crown paychecks.

Speaker speaker_2: Oh, okay. Thank you very much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.