

Transcript: Chris Sofield (deactivated)-4601542957547520-6262311214333952

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? Hi. I had signed up for he- health insurance for me and my son. Um, however, it is not... I haven't received my cards yet. Oh. It also is not being deducted from my paychecks. Okay. So, that unfortunately I wouldn't be able to help you with, as deductions are handled by your employer's payroll team. We're not involved in that. Yeah. All we do is tell them how much to pay out, um- They're working on that part too. They don't know what happened. But either way, I have not received my cards yet. Right. That... The, the deduction issue is probab- is why you haven't received your cards yet. Uh, your policy doesn't become effective until the Monday following the first deduction. If deductions haven't started, then your policy hasn't gone into effect, meaning policy information doesn't exist yet, meaning ID cards don't exist yet. Okay. Yeah, so- All right. Thank you. Yeah, no problem. Anything else? Nope. All right. Thanks again for calling and have a good day. You too. Bye. Goodbye now.

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: Hi. I had signed up for he- health insurance for me and my son. Um, however, it is not... I haven't received my cards yet.

Speaker speaker_1: Oh.

Speaker speaker_2: It also is not being deducted from my paychecks.

Speaker speaker_1: Okay. So, that unfortunately I wouldn't be able to help you with, as deductions are handled by your employer's payroll team. We're not involved in that.

Speaker speaker_2: Yeah.

Speaker speaker_1: All we do is tell them how much to pay out, um-

Speaker speaker_2: They're working on that part too. They don't know what happened. But either way, I have not received my cards yet.

Speaker speaker_1: Right. That... The, the deduction issue is probab- is why you haven't received your cards yet. Uh, your policy doesn't become effective until the Monday following the first deduction. If deductions haven't started, then your policy hasn't gone into effect, meaning policy information doesn't exist yet, meaning ID cards don't exist yet.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, so-

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Yeah, no problem. Anything else?

Speaker speaker_2: Nope.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Goodbye now.