

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yeah, hi, Chris. I, uh, I recently enrolled with the ISS Corporation through the Benefits in a Card. Okay. I was wondering how long that takes to, uh, be activated. Because I was told at the ISS office as soon as I started work, I'd have, uh, cards come in the mail for insurance or be covered. That is not the case. And I haven't Oh, okay. Okay. Uh-huh. So, how long is the probation period for that? So, so, any enrollment takes one to two weeks to fully process. Oh, okay. Once the processing is complete, you would start seeing the deductions for your plan coming out of your checks. Your policy is not effective until the Monday after the follow... after the following deduction, the first one. So, you just- Oh. ... gotta keep an eye on your pay stubs. Once you see the money for your insurance coming out, your policy should be effective the following Monday. Okay. 'Cause I have, uh, I have an eye doctor's appointment, I just wanted you to know. If I ne... if I could, I was gonna use the insurance, but that's not gonna be the case because it's... uh, my appointment's on May 11th, and I started work last week. So, it, it'll be okay. I can just pay out of pocket. All right. Was there anything else? No, that... No, you answered my question for me. I appreciate you. You're welcome. Thanks for calling and have a good day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_1: Yeah, hi, Chris. I, uh, I recently enrolled with the ISS Corporation through the Benefits in a Card.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I was wondering how long that takes to, uh, be activated. Because I was told at the ISS office as soon as I started work, I'd have, uh, cards come in the mail for insurance or be covered.

Speaker speaker\_0: That is not the case.

Speaker speaker\_1: And I haven't

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_2: So, how long is the probation period for that?

Speaker speaker\_0: So, so, any enrollment takes one to two weeks to fully process.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: Once the processing is complete, you would start seeing the deductions for your plan coming out of your checks. Your policy is not effective until the Monday after the follow... after the following deduction, the first one. So, you just-

Speaker speaker\_2: Oh.

Speaker speaker\_0: ... gotta keep an eye on your pay stubs. Once you see the money for your insurance coming out, your policy should be effective the following Monday.

Speaker speaker\_2: Okay. 'Cause I have, uh, I have an eye doctor's appointment, I just wanted you to know. If I ne... if I could, I was gonna use the insurance, but that's not gonna be the case because it's... uh, my appointment's on May 11th, and I started work last week. So, it, it'll be okay. I can just pay out of pocket.

Speaker speaker\_0: All right. Was there anything else?

Speaker speaker\_2: No, that... No, you answered my question for me. I appreciate you.

Speaker speaker\_0: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_1: You too.