

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey. Uh, I just had my first, like, all the withdrawals on my check for my insurance and everything. But I have no proof of insurance or anything. Right. So that's normal. If you just saw the first deduction today, your policy is not even effective yet. It doesn't become effective until the Monday following us receiving that deduction information. And policy information- Okay, but that, that check was last, that check was last Friday. I was just now able to pick it up today. Okay. So it should be... So, but, but as I was still explaining, um, policy eff- policy information does take some time to generate and ID cards will typically arrive one to two weeks after the effective date. So if you saw the first, if you saw the first deduction last week, then most likely the policy became effective this past Monday, um, just before Christmas, and you should be receiving the ID card within the next week or two and stranded. All right. Thank you. Sorry about that. You're welcome. Is there anything else? Nope. All right. Thanks again for calling and have a wonderful day. All right. You too. All right. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello. Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey. Uh, I just had my first, like, all the withdrawals on my check for my insurance and everything. But I have no proof of insurance or anything.

Speaker speaker_2: Right. So that's normal. If you just saw the first deduction today, your policy is not even effective yet. It doesn't become effective until the Monday following us receiving that deduction information. And policy information-

Speaker speaker_1: Okay, but that, that check was last, that check was last Friday. I was just now able to pick it up today.

Speaker speaker_2: Okay.

Speaker speaker_1: So it should be...

Speaker speaker_2: So, but, but as I was still explaining, um, policy eff- policy information does take some time to generate and ID cards will typically arrive one to two weeks after the effective date. So if you saw the first, if you saw the first deduction last week, then most likely the policy became effective this past Monday, um, just before Christmas, and you should be receiving the ID card within the next week or two

Speaker speaker_3: .

Speaker speaker_2: ... and stranded.

Speaker speaker_1: All right. Thank you. Sorry about that.

Speaker speaker_2: You're welcome. Is there anything else?

Speaker speaker_1: Nope.

Speaker speaker_2: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_1: All right. You too.

Speaker speaker_2: All right. Bye now.