

## Transcript: Chris Sofield

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### 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, Chris. This is Marie Miller calling, and I was calling to see when I would be receiving my card. Uh, cards typically arrive one to two weeks after your policy's effective date, which is usually the first Monday following the first deduction after... Uh, out of your paycheck. Um, I can check your file to see kind of where we are in that process. Okay. Uh, what staffing company do you work with? Uh, the innovatives. I'm sorry, the... What's the name of the staffing company? Innov- the inno- uh, I-N-N-O-T-A-T-I-V-E. Innovative. Innovative, okay. Yep. And last four of your Social? 8477. And your first and last name? First name's Marie, last name Miller. Thank you. Ms. Miller, could you verify your address and date of birth, please? Uh, 14912 Highway 41A, Garden, Kentucky 42406. And my Social Security number or my date of birth? Uh, your date of birth. Uh, 7/21/66. All right, thank you. Phone number on file of 454-3616. Is that correct? Uh, this has been changed since I had, uh, told, uh, gave it to Courtney. It's, uh, 869-4795. Okay, thank you. One moment. Okay. Do you mind holding on the line for me for just a moment? Yep. Thank you. Brandis Miller? Yes. Hey, thank you for holding. I appreciate your patience and I'm sorry for the long wait. Um, I was just looking into your file to see, uh, what was going on 'cause, um, I had seen that we had received an enrollment form, but for some reason the enrollment s- uh, somehow didn't get entered. I'm not sure if there was an error in it- it getting processed or an error in what we were seeing with it. I've gone ahead and pushed that through to, uh, go ahead and start that processing for you. Um, I am going to reach out to our back office, uh, to see if because we did receive it and there was an error in- in it, like, moving forward, see if there's any way we can try to get that expedited for you. I can't guarantee- Right. ... anything and I can- I can at least try. Um, once- once I hear back from my back office team on if that's possible or not, I can give you a call back and let you know what we can do moving forward, okay? Okay. All right, thank you. Yeah, because, um, because I have- because I had asked, uh- asked, uh, Courtney about it and she said that it should be, like, in the- like, a couple weeks after, uh, my first paycheck and I felt- and I was like, "Alright, I've already had two paychecks and I haven't seen anything in the mail yet." Yeah. That's- that's because the enrollment hadn't- hadn't been entered into the system and I'm not sure h- how that happened, uh, but we'll look into seeing what happened and, um, and see if we can try to get that expedited for you, okay? Okay. So- so does it mean... So, am I still gonna be- be receiving some, uh, cards through this company or... Ye- yeah. You- you'll receive ID cards. Like I said, they typically arrive one to two weeks from the policy's effective date, which the policy's- Yep. ... effective date is the Monday following the first deduction, um- Okay. The- the only thing is, is that, like I said, we received the form and there seemed to have been an error in it processing properly. I'm not sure what caused that. So, w- so there's- there- there is a

slight delay on when everything should have happened. Um, we're gonna, like I said, we're gonna... I'm- I'm going to reach out to my back office team, see if there's any way to expedite it for you. Um, and if so- Okay. ... I can, uh, we can- we can try to move that forward for you. Like I said, I cannot guarantee anything, uh, but I will at least ask the question. Uh, but do know that you are at least enrolled moving forward. Um, it should take about a week or two for everything to process if we cannot expedite it, okay? Okay. All right. Was there anything else I could help you with? No, that was really all I had. All right then. Well, if that's everything, thank you again for calling in. You have a wonderful day. You too. All right then, bye now. 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: Hi, Chris. This is Marie Miller calling, and I was calling to see when I would be receiving my card.

Speaker speaker\_1: Uh, cards typically arrive one to two weeks after your policy's effective date, which is usually the first Monday following the first deduction after... Uh, out of your paycheck. Um, I can check your file to see kind of where we are in that process.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, what staffing company do you work with?

Speaker speaker\_2: Uh, the in- innovatives.

Speaker speaker\_1: I'm sorry, the... What's the name of the staffing company?

Speaker speaker\_2: Innov- the inno- uh, I-N-N-O-T-A-T-I-V-E. Innovative.

Speaker speaker\_1: Innovative, okay.

Speaker speaker\_2: Yep.

Speaker speaker\_1: And last four of your Social?

Speaker speaker\_2: 8477.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: First name's Marie, last name Miller.

Speaker speaker\_1: Thank you. Ms. Miller, could you verify your address and date of birth, please?

Speaker speaker\_2: Uh, 14912 Highway 41A, Garden, Kentucky 42406. And my Social Security number or my date of birth?

Speaker speaker\_1: Uh, your date of birth.

Speaker speaker\_2: Uh, 7/21/66.

Speaker speaker\_1: All right, thank you. Phone number on file of 454-3616. Is that correct?

Speaker speaker\_2: Uh, this has been changed since I had, uh, told, uh, gave it to Courtney. It's, uh, 869-4795.

Speaker speaker\_1: Okay, thank you. One moment. Okay. Do you mind holding on the line for me for just a moment?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: Brandis Miller?

Speaker speaker\_2: Yes.

Speaker speaker\_3: Hey, thank you for holding. I appreciate your patience and I'm sorry for the long wait. Um, I was just looking into your file to see, uh, what was going on 'cause, um, I had seen that we had received an enrollment form, but for some reason th- the enrollment s- uh, somehow didn't get entered. I'm not sure if there was an error in it- it getting processed or an error in what we were seeing with it. I've gone ahead and pushed that through to, uh, go ahead and start that processing for you. Um, I am going to reach out to our back office, uh, to see if because we did receive it and there was an error in- in it, like, moving forward, see if there's any way we can try to get that expedited for you. I can't guarantee-

Speaker speaker\_2: Right.

Speaker speaker\_3: ... anything and I can- I can at least try. Um, once- once I hear back from my back office team on if that's possible or not, I can give you a call back and let you know what we can do moving forward, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_3: All right, thank you.

Speaker speaker\_2: Yeah, because, um, because I have- because I had asked, uh- asked, uh, Courtney about it and she said that it should be, like, in the- like, a couple weeks after, uh, my first paycheck and I felt- and I was like, "Alright, I've already had two paychecks and I haven't seen anything in the mail yet."

Speaker speaker\_3: Yeah. That's- that's because the enrollment hadn't- hadn't been entered into the system and I'm not sure h- how that happened, uh, but we'll look into seeing what happened and, um, and see if we can try to get that expedited for you, okay?

Speaker speaker\_2: Okay. So- so does it mean... So, am I still gonna be- be receiving some, uh, cards through this company or...

Speaker speaker\_3: Ye- yeah. You- you'll receive ID cards. Like I said, they typically arrive one to two weeks from the policy's effective date, which the policy's-

Speaker speaker\_2: Yep.

Speaker speaker\_3: ... effective date is the Monday following the first deduction, um-

Speaker speaker\_2: Okay.

Speaker speaker\_3: The- the only thing is, is that, like I said, we received the form and there seemed to have been an error in it processing properly. I'm not sure what caused that. So, w-so there's- there- there is a slight delay on when everything should have happened. Um, we're gonna, like I said, we're gonna... I'm- I'm going to reach out to my back office team, see if there's any way to expedite it for you. Um, and if so-

Speaker speaker\_2: Okay.

Speaker speaker\_3: ... I can, uh, we can- we can try to move that forward for you. Like I said, I cannot guarantee anything, uh, but I will at least ask the question. Uh, but do know that you are at least enrolled moving forward. Um, it should take about a week or two for everything to process if we cannot expedite it, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_3: All right. Was there anything else I could help you with?

Speaker speaker\_2: No, that was really all I had.

Speaker speaker\_3: All right then. Well, if that's everything, thank you again for calling in. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_3: All right then, bye now.

Speaker speaker\_2: Bye.