

Transcript: Chris Sofield

(deactivated)-5716591007809536-4584183944495104

Full Transcript

Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hi, um, I was actually just curious if I could check, um, what the status of when I might be getting my cards or if we can get that information to start, you know, using the coverage before I get the cards? Okay. What, uh, what staffing company do you work with? Excuse me. Partners Personnel. And the last four of your Social? 0555... . You, and your first and last name. Eric Nester. Thank you, Mr. Nester. Could you verify your address and date of birth for me, please? Um, 704 19th Street, Canton, Ohio, 44709. Um, sorry, 19th Street Northwest. And then, um, date of birth was August 3rd, 1987. Thank you. Phone on file is 614-464-7161? That is correct. All right. Uh, so at this moment, no, unfortunately I can't pull any of the information for you as your policy is not yet effective. If you saw the first deduction out of your check this week, then your policy should become effecti- or your policy should become effective the Monday following us receiving that information. Um, but at this moment, there is no, um, there's no policy number to be able to pull for you. They haven't started generating that yet. Okay, 'cause the last time I called, I, I thought they said it was going to get started this week because I saw the thing come out last week. Okay. N- so yeah, it... normally it is, like, the Monday following the first deduction, but it's, it's really, like, whenever we receive the deduction information. Um, nine times out of 10, that is, that is usually when the deduction happens. However, in certain cases, and it looks like that is the case here, uh, we may have received it a little bit later than that. Uh, meaning that, uh- Okay. ... it is not effective at this time. Okay. All right. I would say, uh, I would say give us a call back next week and we can check to see if we've received that information and if anything's been generated yet. Okay. All right. Anything else? Nope, that'll be all.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, um, I was actually just curious if I could check, um, what the status of when I might be getting my cards or if we can get that information to start, you know, using the coverage before I get the cards?

Speaker speaker_0: Okay. What, uh, what staffing company do you work with?

Speaker speaker_1: Excuse me. Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0555... .

Speaker speaker_0: You, and your first and last name.

Speaker speaker_1: Eric Nester.

Speaker speaker_0: Thank you, Mr. Nester. Could you verify your address and date of birth for me, please?

Speaker speaker_1: Um, 704 19th Street, Canton, Ohio, 44709. Um, sorry, 19th Street Northwest. And then, um, date of birth was August 3rd, 1987.

Speaker speaker_0: Thank you. Phone on file is 614-464-7161?

Speaker speaker_1: That is correct.

Speaker speaker_0: All right. Uh, so at this moment, no, unfortunately I can't pull any of the information for you as your policy is not yet effective. If you saw the first deduction out of your check this week, then your policy should become effective- or your policy should become effective the Monday following us receiving that information. Um, but at this moment, there is no, um, there's no policy number to be able to pull for you. They haven't started generating that yet.

Speaker speaker_1: Okay, 'cause the last time I called, I, I thought they said it was going to get started this week because I saw the thing come out last week.

Speaker speaker_0: Okay. N- so yeah, it... normally it is, like, the Monday following the first deduction, but it's, it's really, like, whenever we receive the deduction information. Um, nine times out of 10, that is, that is usually when the deduction happens. However, in certain cases, and it looks like that is the case here, uh, we may have received it a little bit later than that. Uh, meaning that, uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it is not effective at this time.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I would say, uh, I would say give us a call back next week and we can check to see if we've received that information and if anything's been generated yet.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Nope, that'll be all.