

## **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 on a Card. This is Chris. How can I help you today? Hi. My name is Kela Hunter. I was just calling to see if my benefits have started yet. Okay. Uh, what staffing company do you work with? HamiltonReicher. And the last four of your Social? 6356. Okay. And I'm sorry, what was the last name again? Hunter. All right, Ms. Hunter, could you verify your address and your date of birth for me please? Uh, my address is 105 River Trace Path, Apartment 105. And my phone... You said my phone number? Uh, your date of birth. My birthday. Yeah, your date of birth, but I also need- My birthday is Jan- I, I'll need the rest of your address. I need the city, state, and ZIP as well. 105 River Trace Path, Apartment 105, Georgetown, Kentucky 40324. And my birthday is January 5th, 2001. Thank you. Then we have a phone on file for you at 502-249-6987. Is that correct? Yes. All right. I show it looks like we have the original enrollment that, from the form you filled out for medical, life, and dental. Um. Yes. And then I see that you had called in and dropped the medical, kept the dental and life. Um. Yes. While all... So the change that you requested is still processing, but at this time nothing's gone into effect yet. It doesn't look like any deductions have been reported from HamiltonReicher yet. Okay. Do you know why? Because HamiltonReicher told me when I got my first check, that's when my benefits should start. So I was just confused. Yeah. You might want to discuss that with them, because that's unfortunately not how it works. Um, how it works is that once you see the first deduction out of your paycheck, your policy is effective typically the following Monday, um, or it's the following Monday- Okay. ... after we receive the information. Now, as far as deductions themselves happening, you will have to talk to HamiltonReicher about that, because they're the ones that handle that. That's processed through their payroll teams, and we're not involved with that in any way. Okay, I'll give them a call. All right, then. Was there anything else I could help you with? No, that's all. All right. Thanks again for calling, and have a good day. You too. All right. Mm-hmm. Bye 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 on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi. My name is Kela Hunter. I was just calling to see if my benefits have started yet.

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

Speaker speaker\_2: HamiltonReicher.

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

Speaker speaker\_2: 6356.

Speaker speaker\_1: Okay. And I'm sorry, what was the last name again?

Speaker speaker\_2: Hunter.

Speaker speaker\_1: All right, Ms. Hunter, could you verify your address and your date of birth for me please?

Speaker speaker\_2: Uh, my address is 105 River Trace Path, Apartment 105. And my phone... You said my phone number?

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

Speaker speaker\_2: My birthday.

Speaker speaker\_1: Yeah, your date of birth, but I also need-

Speaker speaker\_2: My birthday is Jan-

Speaker speaker\_1: I, I'll need the rest of your address. I need the city, state, and ZIP as well.

Speaker speaker\_2: 105 River Trace Path, Apartment 105, Georgetown, Kentucky 40324. And my birthday is January 5th, 2001.

Speaker speaker\_1: Thank you. Then we have a phone on file for you at 502-249-6987. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I show it looks like we have the original enrollment that, from the form you filled out for medical, life, and dental. Um.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I see that you had called in and dropped the medical, kept the dental and life. Um.

Speaker speaker\_2: Yes.

Speaker speaker\_1: While all... So the change that you requested is still processing, but at this time nothing's gone into effect yet. It doesn't look like any deductions have been reported from HamiltonReicher yet.

Speaker speaker\_2: Okay. Do you know why? Because HamiltonReicher told me when I got my first check, that's when my benefits should start. So I was just confused.

Speaker speaker\_1: Yeah. You might want to discuss that with them, because that's unfortunately not how it works. Um, how it works is that once you see the first deduction out of your paycheck, your policy is effective typically the following Monday, um, or it's the following Monday-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... after we receive the information. Now, as far as deductions themselves happening, you will have to talk to HamiltonReicher about that, because they're the ones that handle that. That's processed through their payroll teams, and we're not involved with that in any way.

Speaker speaker\_2: Okay, I'll give them a call.

Speaker speaker\_1: All right, then. Was there anything else I could help you with?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: All right. Thanks again for calling, and have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Mm-hmm. Bye now.