

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 Wyatt Boardboom. Um, I was, I was calling to see if I could enroll? Okay. What staffing company do you work with, sir? Uh, DTC Workforce, um, uh... Workforce, uh, Program, I think? All right, and last four of your Social? 9522. All right. Mr. Boardboom, could you verify your address and your date of birth for me? Uh, 1109 Paris Road in 993. Uh, and the rest of the address? I need the st- street and zip as well. Oh, uh, 56258. And what city and state is that, sir? Marshall, Minnesota. Sorry. Thank you. Uh, we have a phone on file of 507-828-5002, is that correct? Yep. All right. Um, looks like you're already enrolled and we're just waiting for, uh, DTC to start taking those deductions. Okay. So, yeah- Um- ... at this point it's just, we're just waiting on them. Okay. Do you know how long that could take? No, because that's completely up to their payroll teams. We're not, we're not involved in- Oh. Okay, I see. I've, I'm just, I'm kind of new to all this stuff, so I really don't know how it works, but, um, yeah, no, I, I appreciate it anyway, I, I just felt like I should call you guys back just to see what's what, you know? But, okay. I 100% understand, you're already enrolled, you're just, we're just waiting for them to start taking the deductions which is completely up to them on whenever that happens. Once that deduction happens, your po- your policy should be effective the following Monday. Okay. ID card's arriving about a week or two later. Sure, sounds good. Okay, thank you very much. You're welcome. Thanks for calling and have a good day. Yep. 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 Wyatt Boardboom. Um, I was, I was calling to see if I could enroll?

Speaker speaker_1: Okay. What staffing company do you work with, sir?

Speaker speaker_2: Uh, DTC Workforce, um, uh... Workforce, uh, Program, I think?

Speaker speaker_1: All right, and last four of your Social?

Speaker speaker_2: 9522.

Speaker speaker_1: All right. Mr. Boardboom, could you verify your address and your date of birth for me?

Speaker speaker_2: Uh, 1109 Paris Road in 993.

Speaker speaker_1: Uh, and the rest of the address? I need the st- street and zip as well.

Speaker speaker_2: Oh, uh, 56258.

Speaker speaker_1: And what city and state is that, sir?

Speaker speaker_2: Marshall, Minnesota. Sorry.

Speaker speaker_1: Thank you. Uh, we have a phone on file of 507-828-5002, is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Um, looks like you're already enrolled and we're just waiting for, uh, DTC to start taking those deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: So, yeah-

Speaker speaker_2: Um-

Speaker speaker_1: ... at this point it's just, we're just waiting on them.

Speaker speaker_2: Okay. Do you know how long that could take?

Speaker speaker_1: No, because that's completely up to their payroll teams. We're not, we're not involved in-

Speaker speaker_2: Oh. Okay, I see. I've, I'm just, I'm kind of new to all this stuff, so I really don't know how it works, but, um, yeah, no, I, I appreciate it anyway, I, I just felt like I should call you guys back just to see what's what, you know? But, okay.

Speaker speaker_1: I 100% understand, you're already enrolled, you're just, we're just waiting for them to start taking the deductions which is completely up to them on whenever that happens. Once that deduction happens, your po- your policy should be effective the following Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: ID card's arriving about a week or two later.

Speaker speaker_2: Sure, sounds good. Okay, thank you very much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: Yep. Bye.