

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? How you doing, Chris? Um, I'm ... Okay. ... set up direct deposit or something like that? I'm sorry. I couldn't hear you over some, like, some crackling or staticky sounds. What was that? Oh, I'm sorry. Um, I just got a text message saying to set up direct deposit, told me to call this number. Um, okay. It should not have ca- uh, it's, uh, sorry. It should not have directed you to get in contact with us for any direct deposit. We don't handle that. All right, no problem. Um, so maybe it was just a false text message, then? Possibly. I'm not sure. But we, we, we do not and nor have we ever handled anything direct-deposit-related. Okay. 'Cause it says, "Congrats on your job with ATC. You have 30 days from your first paycheck to enroll." Okay. "Call Benefits in a Card at 800... to enroll before your window closes." Okay. Yeah. That has nothing to do with direct deposit. We're the en- we're the enrollment administrator for insurance benefits for APC. Oh, insurance. Yes, sir. Okay, okay. Got you. And it just goes towards your paycheck, like you take a percentage out? Um, yeah, any, any, uh, insurance plan deducts a, uh, deducts a premium out of your paycheck, depending on what plan you select. Gotcha, gotcha, gotcha. All right. Appreciate you both. Sorry about that. No problem. Thank... You're, you're fine. Thanks for calling and have a good day. You too. Have a blessed one. Mm-hmm. Bye now. Bye-bye.

Conversation Format

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

Speaker speaker_1: How you doing, Chris? Um, I'm ...

Speaker speaker_2: Okay.

Speaker speaker_1: ... set up direct deposit or something like that?

Speaker speaker_0: I'm sorry. I couldn't hear you over some, like, some crackling or staticky sounds. What was that?

Speaker speaker_1: Oh, I'm sorry. Um, I just got a text message saying to set up direct deposit, told me to call this number.

Speaker speaker_0: Um, okay. It should not have ca- uh, it's, uh, sorry. It should not have directed you to get in contact with us for any direct deposit. We don't handle that.

Speaker speaker_1: All right, no problem. Um, so maybe it was just a false text message, then?

Speaker speaker_0: Possibly. I'm not sure. But we, we, we do not and nor have we ever handled anything direct-deposit-related.

Speaker speaker_1: Okay. 'Cause it says, "Congrats on your job with ATC. You have 30 days from your first paycheck to enroll."

Speaker speaker_0: Okay.

Speaker speaker_1: "Call Benefits in a Card at 800... to enroll before your window closes."

Speaker speaker_0: Okay. Yeah. That has nothing to do with direct deposit. We're the en- we're the enrollment administrator for insurance benefits for APC.

Speaker speaker_1: Oh, insurance.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, okay. Got you. And it just goes towards your paycheck, like you take a percentage out?

Speaker speaker_0: Um, yeah, any, any, uh, insurance plan deducts a, uh, deducts a premium out of your paycheck, depending on what plan you select.

Speaker speaker_1: Gotcha, gotcha, gotcha. All right. Appreciate you both. Sorry about that.

Speaker speaker_0: No problem. Thank... You're, you're fine. Thanks for calling and have a good day.

Speaker speaker_1: You too. Have a blessed one.

Speaker speaker_0: Mm-hmm. Bye now.

Speaker speaker_1: Bye-bye.