

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... if the account is active, you'll be able to- This is A Card A, this is Chris. How can I help you today? Hey, how you doing, sir? I'm doing all right, sir. And yourself? Good. So I had in, um... I had like added a bunch of stuff to my, um, my benefits thing. Um, and I'm trying to remove a lot of it, but I was trying to just keep one thing that I wanted to keep. Okay. Let me pull you up... Ah, let me pull up your file and see what we can do for you. Uh, what staffing company do you work with? I work for TRC Staffing. Okay. And the last four of your Social? 0142. Thank you. Uh, what's your first and last name, sir? My, my name DeAndre Washington. D-E-A-N-D-R-E Washington. All right, Mr. Washington. Could you verify your address and your date of birth for me please? It's 212, um, Penny Lane Southeast, uh, Marietta, Georgia, zip code 30067. And you said... You asked us what else? Uh, your date of birth. 10/08/1996. All right. We've got a phone on file for you at 470-954-1208? Yeah. All right. And you said you only wanted to keep one pl- uh plan- Yeah. ... from your insurance? Yeah, which is dental. Okay. So you only want dental? You want nothing else? I don't want nothing else. Got it. And is that for just yourself? Hold up, hold up, hold up, hold up. Hold up, hold up, hold up, hold up, hold up. Whoa, whoa, whoa. Let me look at it one more time. Okay, dental, um... And I wanna keep, uh, visual. Is that cool? Uh, dental and vision. All right. Yeah, dental and vision. Um, got it. Let's see here. And that, that's just for s- uh, that's just for yourself, right? Yes. All right. So dental and vision for just employee, uh, \$3.51 for dental, \$2.15 for vision. That's \$5.66 total for those two plans. Do you authorize TRC to make those deductions? Yeah, you can. All right. I'll go ahead and set that up. Now, I do see here that your... what you had originally asked for, um, did go ahead get processed fully. Uh, you may see one or two deductions for that original, like what you selected. Uh, but after two weeks at most, it should drop down to that \$5.66. Okay? Yes, 'cause I didn't want... I didn't want an audit. I understand, sir. Uh, but like I said, because it was selected originally, we do have to... Hold on. One moment. Do you mind if I place you on a brief hold? I just need to check something on my end right here real quick. No, go ahead. Go ahead. Thank you. Hi, Mr. Washington? Yes, sir. Hey, thanks for holding. I appreciate your patience. Um, so I went back and I looked at, um... I looked at your original enrollment form. And- Okay. ... I only see here where your original enrollment form did only request for dental. So, I'm not sure how you got enrolled into everything else. Um, we do apologize for that. That does seem like it was done in error. Um- Okay. So, if you could just reach out to our tax control center and let them know that you only want dental and vision, and we'll see about getting any premiums for the rest of the plan that you did not select reimbursed back to you. Okay? Yes. Thank you. No problem. Uh, was there anything else - How, how, how, h- how will they give Maria Burke back to me? I believe it should be processed through your, uh, through your payroll. So, like through your, uh, through, uh, your

checks. Uh, but once I... once I get more information on that, I can give you a call back and, and give you a... give you something more concrete. Okay? Can you please keep me updated? Yeah. No, I definitely will. Um, it... The review and everything should take maybe a day or two, uh, one, one to two business days. But I may get a response back today. Uh, either way, uh, whenever I get that response, I will give you a call. If I can't reach you for some reason, I'll leave you a voice message. Let you- Right. Let you know what's going on. Okay? So, when will I get my dental card? Uh, that, uh, that's going to depend on whenever PRC starts taking those deductions. Um, because dental was, was included in your origin- in, in what was set up, um, your dental should go into effect the Monday following the first deduction out of your check for it. Um, ID cards will typically arrive about a week or two after that effective date. Now, because deductions are handled by PRC's payroll team, uh, we're not affiliated with that, nor do we have any visibility on that. Unfortunately, I can't tell you anything more than that. Okay, thanks. No problem. Anything else, Mr. Washington? No, s- no, sir. Thank you. You're welcome. Thanks for calling and have a wonderful day. All right.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... if the account is active, you'll be able to-

Speaker speaker\_2: This is A Card A, this is Chris. How can I help you today?

Speaker speaker\_1: Hey, how you doing, sir?

Speaker speaker\_2: I'm doing all right, sir. And yourself?

Speaker speaker\_1: Good. So I had in, um... I had like added a bunch of stuff to my, um, my benefits thing. Um, and I'm trying to remove a lot of it, but I was trying to just keep one thing that I wanted to keep.

Speaker speaker\_2: Okay. Let me pull you up... Ah, let me pull up your file and see what we can do for you. Uh, what staffing company do you work with?

Speaker speaker\_1: I work for TRC Staffing.

Speaker speaker\_2: Okay. And the last four of your Social?

Speaker speaker\_1: 0142.

Speaker speaker\_2: Thank you. Uh, what's your first and last name, sir?

Speaker speaker\_1: My, my name DeAndre Washington. D-E-A-N-D-R-E Washington.

Speaker speaker\_2: All right, Mr. Washington. Could you verify your address and your date of birth for me please?

Speaker speaker\_1: It's 212, um, Penny Lane Southeast, uh, Marietta, Georgia, zip code 30067. And you said... You asked us what else?

Speaker speaker\_2: Uh, your date of birth.

Speaker speaker\_1: 10/08/1996.

Speaker speaker\_2: All right. We've got a phone on file for you at 470-954-1208?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: All right. And you said you only wanted to keep one pl- uh plan-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... from your insurance?

Speaker speaker\_1: Yeah, which is dental.

Speaker speaker\_2: Okay. So you only want dental? You want nothing else?

Speaker speaker\_1: I don't want nothing else.

Speaker speaker\_2: Got it. And is that for just yourself?

Speaker speaker\_1: Hold up, hold up, hold up, hold up. Hold up, hold up, hold up, hold up, hold up. Whoa, whoa, whoa. Let me look at it one more time. Okay, dental, um... And I wanna keep, uh, visual. Is that cool?

Speaker speaker\_2: Uh, dental and vision. All right.

Speaker speaker\_1: Yeah, dental and vision.

Speaker speaker\_2: Um, got it. Let's see here. And that, that's just for s- uh, that's just for yourself, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right. So dental and vision for just employee, uh, \$3.51 for dental, \$2.15 for vision. That's \$5.66 total for those two plans. Do you authorize TRC to make those deductions?

Speaker speaker\_1: Yeah, you can.

Speaker speaker\_2: All right. I'll go ahead and set that up. Now, I do see here that your... what you had originally asked for, um, did go ahead get processed fully. Uh, you may see one or two deductions for that original, like what you selected. Uh, but after two weeks at most, it should drop down to that \$5.66. Okay?

Speaker speaker\_1: Yes, 'cause I didn't want... I didn't want an audit.

Speaker speaker\_2: I understand, sir. Uh, but like I said, because it was selected originally, we do have to... Hold on. One moment. Do you mind if I place you on a brief hold? I just need to check something on my end right here real quick.

Speaker speaker\_1: No, go ahead. Go ahead.

Speaker speaker\_2: Thank you. Hi, Mr. Washington?

Speaker speaker\_3: Yes, sir.

Speaker speaker\_2: Hey, thanks for holding. I appreciate your patience. Um, so I went back and I looked at, um... I looked at your original enrollment form. And-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... I only see here where your original enrollment form did only request for dental. So, I'm not sure how you got enrolled into everything else. Um, we do apologize for that. That does seem like it was done in error. Um-

Speaker speaker\_3: Okay.

Speaker speaker\_2: So, if you could just reach out to our tax control center and let them know that you only want dental and vision, and we'll see about getting any premiums for the rest of the plan that you did not select reimbursed back to you. Okay?

Speaker speaker\_3: Yes. Thank you.

Speaker speaker\_2: No problem. Uh, was there anything else -

Speaker speaker\_3: How, how, how, h- how will they give Maria Burke back to me?

Speaker speaker\_2: I believe it should be processed through your, uh, through your payroll. So, like through your, uh, through, uh, your checks. Uh, but once I... once I get more information on that, I can give you a call back and, and give you a... give you something more concrete. Okay?

Speaker speaker\_3: Can you please keep me updated?

Speaker speaker\_2: Yeah. No, I definitely will. Um, it... The review and everything should take maybe a day or two, uh, one, one to two business days. But I may get a response back today. Uh, either way, uh, whenever I get that response, I will give you a call. If I can't reach you for some reason, I'll leave you a voice message. Let you-

Speaker speaker\_3: Right.

Speaker speaker\_2: Let you know what's going on. Okay?

Speaker speaker\_3: So, when will I get my dental card?

Speaker speaker\_2: Uh, that, uh, that's going to depend on whenever PRC starts taking those deductions. Um, because dental was, was included in your origin- in, in what was set up, um, your dental should go into effect the Monday following the first deduction out of your check for it. Um, ID cards will typically arrive about a week or two after that effective date. Now, because deductions are handled by PRC's payroll team, uh, we're not affiliated with that, nor do we have any visibility on that. Unfortunately, I can't tell you anything more than that.

Speaker speaker\_3: Okay, thanks.

Speaker speaker\_2: No problem. Anything else, Mr. Washington?

Speaker speaker\_3: No, s- no, sir. Thank you.

Speaker speaker\_2: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_3: All right.