

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Megan Smith? Who is this? My name is Chris. I'm with Benefits and a Card calling on behalf of TRC Staffing. Uh, this her? Hi, Ms. Smith. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding- Okay. ... a health insurance enrollment that you filled out. Um, you selected that you wanted coverage for yourself and your child, uh, but while we have the child's name on the form, we're missing all other required information to add them, uh, specifically their date of birth and their Social. I was calling to see if I could get that from you. Um, you can, just not this particular moment in time because her Social Security card is at my house at my place. Um- Okay. ... but her birth date is, uh, June 7th, uh, 2000, uh, 2021. June 7th, 2021? Yes. Okay, that's at minimum what we need to at least get her added on to the policy, so I'll go ahead- Okay. ... and set that up. Um, and then just to confirm one more time, June 7th, 2021? Yep. 6/7/2021. Got it. Thank you. All right, I can at least get her on there, um, as long as I have, as long as we have the date of birth I can get that, and then you can just give us a call back at this same number, um, to, uh, to go ahead and provide us that Social when you add that, okay? Okay, okay. Now, when do benefits go into effect? Um, it typically takes about a week or two for everything to process. Once processing is complete, you should start seeing deductions coming out of your checks. Monday following that first deduction is when policies become effective. ID cards typically arrive about a week or two after that effective date. Okay, okay. Now, um, do you know, because tomorrow's gonna be my first day with TRC, do you know if they hold a week- That I wouldn't- ... before I start paying checks? I unfortunately wouldn't know that, um, just because we really only handle the, uh, insurance side of things. Anything else is, is completely on TRC. Oh, so that's fine. I can just ask for on-site tomorrow. All right then. Um, any other questions for me? Nope, that's it. All right, thank you for taking the time to speak with me. You have a wonderful day. You too. Bye-bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... will be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. Can I speak with Megan Smith?

Speaker speaker\_1: Who is this?

Speaker speaker\_2: My name is Chris. I'm with Benefits and a Card calling on behalf of TRC Staffing.

Speaker speaker\_1: Uh, this her?

Speaker speaker\_2: Hi, Ms. Smith. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... a health insurance enrollment that you filled out. Um, you selected that you wanted coverage for yourself and your child, uh, but while we have the child's name on the form, we're missing all other required information to add them, uh, specifically their date of birth and their Social. I was calling to see if I could get that from you.

Speaker speaker\_1: Um, you can, just not this particular moment in time because her Social Security card is at my house at my place. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... but her birth date is, uh, June 7th, uh, 2000, uh, 2021.

Speaker speaker\_2: June 7th, 2021?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, that's at minimum what we need to at least get her added on to the policy, so I'll go ahead-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... and set that up. Um, and then just to confirm one more time, June 7th, 2021?

Speaker speaker\_1: Yep. 6/7/2021.

Speaker speaker\_2: Got it. Thank you. All right, I can at least get her on there, um, as long as I have, as long as we have the date of birth I can get that, and then you can just give us a call back at this same number, um, to, uh, to go ahead and provide us that Social when you add that, okay?

Speaker speaker\_1: Okay, okay. Now, when do benefits go into effect?

Speaker speaker\_2: Um, it typically takes about a week or two for everything to process. Once processing is complete, you should start seeing deductions coming out of your checks. Monday following that first deduction is when policies become effective. ID cards typically arrive about a week or two after that effective date.

Speaker speaker\_1: Okay, okay. Now, um, do you know, because tomorrow's gonna be my first day with TRC, do you know if they hold a week-

Speaker speaker\_2: That I wouldn't-

Speaker speaker\_1: ... before I start paying checks?

Speaker speaker\_2: I unfortunately wouldn't know that, um, just because we really only handle the, uh, insurance side of things. Anything else is, is completely on TRC.

Speaker speaker\_1: Oh, so that's fine. I can just ask for on-site tomorrow.

Speaker speaker\_2: All right then. Um, any other questions for me?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_2: All right, thank you for taking the time to speak with me. You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_2: Bye now.