

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, you called Benefits In A Card. This is Chris. How can I help you today? Yeah. Um, I've got a... um, I was wondering, um, I got insurance through you guys, and I was wondering, um... oh, shoot, I'm sorry. Wondering how long does it take to get the, uh, insurance cards in the mail? Um, ID cards will typically arrive one to two weeks after your policy's effective date, which is typically the Monday following the first, um, deduction or for, or first, like us receiving the information on the first deduction out of your paycheck. Uh- Mm-hmm. ... I can check to see kind of like where in that process we are to see if we've received anything yet. Uh, what- Okay. ... what staffing company do you work with? Uh, Surge. And the last four of your Social? 6787. Thank you. Your first, first and last name, ma'am? Tasha Garns. All right, Ms. Garns, could you verify your address and your date of birth for me, please? 07/24/1980. Address is 1159 Cook Trail Road, Lot 31, Chillicothe, Ohio 45601. All right. We have a phone on file for you at 656-3752. Is that correct? Yes. All right. And an email of tashagarns@yahoo.com? Yes. All right. Uh, so it looks like, based on the information we have, looks like the effective date was this Monday on the 25th. So you should be receiving your ID card within the next week or two. Okay. Is there any way you can, like, send me a digital one? You know- Yeah. Let me take a look- ... that way if I need to get... Yeah. Let me take a look and see if that information is available just yet. Bear with me a moment. Okay? Okay. Bear with me just a moment. The, uh, system's being just a little bit slow. I see. Know it's Thanksgiving's tomorrow. It doesn't want to do any work. Yeah. I'm off- Right there- ... I'm off till Sunday, so... Yeah, I know. Hurts the paycheck. Yeah. Let me see here. Um, let's see. It looks like policy information at least is available. Let's see if the actual ID cards are. Looks like those are available. Okay. Uh, at least as far as your medical, your dental and your vision. Let's check, because I do see here you also have the preventative care. Yeah. Let's see if that one is- Yeah, I have. Yeah, because of the medicine and stuff. Right. Okay. All ID cards are available, so you sh- uh, so I can go ahead and email those on over to you. Uh, this email will be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might've gotten filtered there. Um, you just, uh, you should receive this in just a couple of minutes here. Okay? Okay. All right. Um, was there anything else I could help you with, Ms. Garns? Uh, I don't think so. All right. Well, if that's everything, thanks again for calling and have a wonderful day. Okay. Thank you. You're welcome. Bye now. Oh, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, you called Benefits In A Card. This is Chris. How can I help you today?

Speaker speaker_2: Yeah. Um, I've got a... um, I was wondering, um, I got insurance through you guys, and I was wondering, um... oh, shoot, I'm sorry. Wondering how long does it take to get the, uh, insurance cards in the mail?

Speaker speaker_1: Um, ID cards will typically arrive one to two weeks after your policy's effective date, which is typically the Monday following the first, um, deduction or for, or first, like us receiving the information on the first deduction out of your paycheck. Uh-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... I can check to see kind of like where in that process we are to see if we've received anything yet. Uh, what-

Speaker speaker_2: Okay.

Speaker speaker_1: ... what staffing company do you work with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6787.

Speaker speaker_1: Thank you. Your first, first and last name, ma'am?

Speaker speaker_2: Tasha Garns.

Speaker speaker_1: All right, Ms. Garns, could you verify your address and your date of birth for me, please?

Speaker speaker_2: 07/24/1980. Address is 1159 Cook Trail Road, Lot 31, Chillicothe, Ohio 45601.

Speaker speaker_1: All right. We have a phone on file for you at 656-3752. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And an email of tashagarns@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Uh, so it looks like, based on the information we have, looks like the effective date was this Monday on the 25th. So you should be receiving your ID card within the next week or two.

Speaker speaker_2: Okay. Is there any way you can, like, send me a digital one? You know-

Speaker speaker_1: Yeah. Let me take a look-

Speaker speaker_2: ... that way if I need to get...

Speaker speaker_1: Yeah. Let me take a look and see if that information is available just yet. Bear with me a moment. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Bear with me just a moment. The, uh, system's being just a little bit slow.

Speaker speaker_2: I see.

Speaker speaker_1: Know it's Thanksgiving's tomorrow. It doesn't want to do any work.

Speaker speaker_2: Yeah. I'm off-

Speaker speaker_1: Right there-

Speaker speaker_2: ... I'm off till Sunday, so... Yeah, I know. Hurts the paycheck.

Speaker speaker_1: Yeah. Let me see here. Um, let's see. It looks like policy information at least is available. Let's see if the actual ID cards are. Looks like those are available. Okay. Uh, at least as far as your medical, your dental and your vision. Let's check, because I do see here you also have the preventative care.

Speaker speaker_2: Yeah.

Speaker speaker_1: Let's see if that one is-

Speaker speaker_2: Yeah, I have. Yeah, because of the medicine and stuff.

Speaker speaker_1: Right. Okay. All ID cards are available, so you sh- uh, so I can go ahead and email those on over to you. Uh, this email will be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might've gotten filtered there. Um, you just, uh, you should receive this in just a couple of minutes here. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um, was there anything else I could help you with, Ms. Garns?

Speaker speaker_2: Uh, I don't think so.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Oh, bye.