

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. This is Chris with Benefits on a Card. I'm returning a voicemail that was left with us on Friday. Yes. Hi, sir. Um, we, uh, we could not find any information or any file based on the information that was in the voicemail, um, to be able to help out. I understand that this is regarding, uh, your insurance benefits card from Terra Staffing. Am I correct? Yes, sir. Okay. Um, all right, before we continue, this call is being recorded for quality assurance and training purposes. Uh, could... what... you said it was Terra Staffing. To locate your file or see if we have a file for you, uh, what's the last four of your Social Security number? My Social? Yeah, the last four numbers. 1980. 1-9-8-0. Okay. And you said your first name was C? What's the last name? Rhodes. R-H-O-D-E-S. Okay, thank you. Let me... all right, I was able to locate your file. One moment. Okay. Hi, Mr. Rhodes. So taking a look at your file, while I do see here that the enrollment itself has processed, we are still currently waiting on Terra Staffing to start taking those deductions. Once that deduction happens, your policy is typically effective the Monday following us receiving that information. Uh, it doesn't look like that's been received yet, so at this moment, no ID cards are available. Um, but once that deduction happens and that... and it goes into effect that Monday following us getting it, your pol- your ID cards typically arrive about a week or two after that effective date. Okay. Um, what do I have to do now? Do I have to... because the deductions have started for my end and, uh, the last information I got was the thing is perfected and it takes effect from today, 13th of January. Okay. So that... so 13th of January is the earliest that it could take effect depending on when we receive that information from Terra- from Terra Staffing. We've not yet received it. The deduction may have happened but we've not yet gotten it from them. Um, at this time, the only thing that I can, uh, I can advise you to do is just wait. We just need to, we just need to get that information from Terra. Yes. Once we get that information from Terra, then again, your policy is effective the following Monday following us receiving that. And then your ID cards typically arrive about a week or two after that effect. Okay, sir. So what do you advise that I do? Because my, um, my... how would I call her now? My boss at Terra Staffing, the lady says I should contact you, you know, so I don't really know now. Right. So the only thing that I can advise you to do is wait. There really isn't anything that you can do at this point. We're waiting on Terra Staffing to send us the information regarding the deduction. Okay, sir. All right, sir. Thank you so much. Thank you. All right, sir. You're welcome. You're welcome. Thanks for taking the time to speak with me. Have a good day, sir.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. This is Chris with Benefits on a Card. I'm returning a voicemail that was left with us on Friday.

Speaker speaker_2: Yes.

Speaker speaker_1: Hi, sir. Um, we, uh, we could not find any information or any file based on the information that was in the voicemail, um, to be able to help out. I understand that this is regarding, uh, your insurance benefits card from Terra Staffing. Am I correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, all right, before we continue, this call is being recorded for quality assurance and training purposes. Uh, could... what... you said it was Terra Staffing. To locate your file or see if we have a file for you, uh, what's the last four of your Social Security number?

Speaker speaker_2: My Social?

Speaker speaker_1: Yeah, the last four numbers.

Speaker speaker_2: 1980. 1-9-8-0.

Speaker speaker_1: Okay. And you said your first name was C? What's the last name?

Speaker speaker_2: Rhodes. R-H-O-D-E-S.

Speaker speaker_1: Okay, thank you. Let me... all right, I was able to locate your file. One moment. Okay. Hi, Mr. Rhodes. So taking a look at your file, while I do see here that the enrollment itself has processed, we are still currently waiting on Terra Staffing to start taking those deductions. Once that deduction happens, your policy is typically effective the Monday following us receiving that information. Uh, it doesn't look like that's been received yet, so at this moment, no ID cards are available. Um, but once that deduction happens and that... and it goes into effect that Monday following us getting it, your pol- your ID cards typically arrive about a week or two after that effective date.

Speaker speaker_2: Okay. Um, what do I have to do now? Do I have to... because the deductions have started for my end and, uh, the last information I got was the thing is perfected and it takes effect from today, 13th of January.

Speaker speaker_1: Okay. So that... so 13th of January is the earliest that it could take effect depending on when we receive that information from Terra- from Terra Staffing. We've not yet received it. The deduction may have happened but we've not yet gotten it from them. Um, at this time, the only thing that I can, uh, I can advise you to do is just wait. We just need to, we just need to get that information from Terra.

Speaker speaker_2: Yes.

Speaker speaker_1: Once we get that information from Terra, then again, your policy is effective the following Monday following us receiving that. And then your ID cards typically

arrive about a week or two after that effect.

Speaker speaker_2: Okay, sir. So what do you advise that I do? Because my, um, my... how would I call her now? My boss at Terra Staffing, the lady says I should contact you, you know, so I don't really know now.

Speaker speaker_1: Right. So the only thing that I can advise you to do is wait. There really isn't anything that you can do at this point. We're waiting on Terra Staffing to send us the information regarding the deduction.

Speaker speaker_2: Okay, sir. All right, sir. Thank you so much. Thank you.

Speaker speaker_3: All right, sir.

Speaker speaker_1: You're welcome. You're welcome. Thanks for taking the time to speak with me. Have a good day, sir.