Transcript: Chris Sofield (deactivated)-6714847645712384-5196882991431680

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris, I called a few minutes ago for Davian. Um... Okay. How can I help? My ins- my insurance already took out. Is there any way... It didn't show it, it wasn't in the system, it took out wrong. Can you look and see if it's already showing that, um, they already took out? What staffing company do you work with? Uh, Wagner. And the last four of your Social? 2452. Okay. Can you verify your address and date of birth for me? Yeah. 531 Mountain Creek Church Road Northwest, Lot 28, Monroe, Georgia 30656. 62178. Okay. Phone on file we have is 404-268-4989. Is that correct? Yes. Okay. And you said you saw that deduction today? Yeah. That's all I checked today is 37 some change, and all I have is I need to see if, if, um, someone is active. If it is, 'cause I get the- the- Okay. ... confirmation thing so I can call to see, uh, Walgreens because I got medicine coming in. So I'm- Okay. So, so, um, nothing has been reported to us from Wagner yet, um, but that doesn't mean that it didn't happen or it's not going to be reported, it just that it hasn't happened yet. It could just be because today is when payroll gets processed, um, but once everything is received, your policy... Your new medical policy isn't effective until Monday. So, even, even if it was gonna show today, I wouldn't be able to pull anything for you because it technically doesn't exist until Monday. All right then. All right. That's cool. All right. Was there anything else I could help you with? No, that's it, man. That's it. All right. Thanks again for calling and have a good day. You too. Buh-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: Hey, Chris, I called a few minutes ago for Davian. Um...

Speaker speaker_0: Okay. How can I help?

Speaker speaker_1: My ins- my insurance already took out. Is there any way... It didn't show it, it wasn't in the system, it took out wrong. Can you look and see if it's already showing that, um, they already took out?

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Wagner.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2452.

Speaker speaker_0: Okay. Can you verify your address and date of birth for me?

Speaker speaker_1: Yeah. 531 Mountain Creek Church Road Northwest, Lot 28, Monroe, Georgia 30656. 62178.

Speaker speaker_0: Okay. Phone on file we have is 404-268-4989. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you said you saw that deduction today?

Speaker speaker_1: Yeah. That's all I checked today is 37 some change, and all I have is I need to see if, if, um, someone is active. If it is, 'cause I get the- the-

Speaker speaker_0: Okay.

Speaker speaker_1: ... confirmation thing so I can call to see, uh, Walgreens because I got medicine coming in. So I'm-

Speaker speaker_0: Okay. So, so, um, nothing has been reported to us from Wagner yet, um, but that doesn't mean that it didn't happen or it's not going to be reported, it just that it hasn't happened yet. It could just be because today is when payroll gets processed, um, but once everything is received, your policy... Your new medical policy isn't effective until Monday. So, even, even if it was gonna show today, I wouldn't be able to pull anything for you because it technically doesn't exist until Monday.

Speaker speaker_1: All right then. All right. That's cool.

Speaker speaker_0: All right. Was there anything else I could help you with?

Speaker speaker_1: No, that's it, man. That's it.

Speaker speaker_0: All right. Thanks again for calling and have a good day.

Speaker speaker_1: You too. Buh-bye.