

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey, my name's Joseph Anderson. I just, uh, accepted the, uh... Like, I signed in and, uh, confirmed my account and everything. Um, I'm ju- I'm just trying to figure out how to actually get the insurance card. So when you process an enrollment, you have to wait for it to be activated. It takes one to two weeks for your staffing company to make the deductions. Once you see the very first deductions, following Monday will be when your policy becomes effective. And Friday- Okay. ... of that activation week is when your carriers will be sending out the benefit cards. As far as getting a- Okay. So it's like this? ... digital copy... Of course. Um, as far as getting a digital copy of said benefit cards, during your week of activation, roughly by Wednesday, Thursday is usually when we have access to them. So during that- Okay. ... week of activation you can give us a call back around those times and we'll be able to get that digital copy for you. Okay, so you guys will be sending it out Friday? The carriers will be. Friday of your activation- Okay. ... week. Perfect. And since I just activated it today, this is my activation week, right? Not next week? We are talking about health benefits with your staffing company. Correct, sir? Yes. Yes, sir. So once again, benefits don't become active right away. If you process said enrollment today, it will take one to two weeks for your staffing company to make those deductions. Oh, so it's gonna be a couple weeks yet before I actually get the card and all that. Yes, sir. They're gonna make the deduction from your paycheck that they're gonna be providing to you through the staffing company. And when you see that deduction, following Monday, benefits become effective. Okay. I, I appreciate the information. That's all I wanted to know. Of course. Was there anything else that we can assist you with today? Nope, that was it. All right. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Car. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, my name's Joseph Anderson. I just, uh, accepted the, uh... Like, I signed in and, uh, confirmed my account and everything. Um, I'm ju- I'm just trying to figure out how to actually get the insurance card.

Speaker speaker_0: So when you process an enrollment, you have to wait for it to be activated. It takes one to two weeks for your staffing company to make the deductions. Once you see the very first deductions, following Monday will be when your policy becomes

effective. And Friday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of that activation week is when your carriers will be sending out the benefit cards. As far as getting a-

Speaker speaker_1: Okay. So it's like this?

Speaker speaker_0: ... digital copy... Of course. Um, as far as getting a digital copy of said benefit cards, during your week of activation, roughly by Wednesday, Thursday is usually when we have access to them. So during that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... week of activation you can give us a call back around those times and we'll be able to get that digital copy for you.

Speaker speaker_1: Okay, so you guys will be sending it out Friday?

Speaker speaker_0: The carriers will be. Friday of your activation-

Speaker speaker_1: Okay.

Speaker speaker_0: ... week.

Speaker speaker_1: Perfect. And since I just activated it today, this is my activation week, right? Not next week?

Speaker speaker_0: We are talking about health benefits with your staffing company. Correct, sir?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, sir. So once again, benefits don't become active right away. If you process said enrollment today, it will take one to two weeks for your staffing company to make those deductions.

Speaker speaker_1: Oh, so it's gonna be a couple weeks yet before I actually get the card and all that.

Speaker speaker_0: Yes, sir. They're gonna make the deduction from your paycheck that they're gonna be providing to you through the staffing company. And when you see that deduction, following Monday, benefits become effective.

Speaker speaker_1: Okay. I, I appreciate the information. That's all I wanted to know.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: Nope, that was it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Car.

Speaker speaker_1: Thank you.