

Transcript: Chris Sofield

(deactivated)-4570636374818816-6490349736607744

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi. Yes. Um, I just recently made elections with Benefits in a card, um, but I'm not seeing one of my elections being deducted from my, um, pay stub, so I was wondering if you could confirm that all my elections were actually set up, I guess. Okay. What staffing company do you work with? Um, The Resource. And the last four of your social? Five, seven, seven, five. All right. Thank you. Your first and last name? Rachel Smith. Thank you, Ms. Smith. Could you verify your address and date of birth, please? Sure. Uh, 244 Perimeter Loop, Apartment 305, and that's Burlington, North Carolina. Um, and sorry, what other was my phone number? Uh, your date of birth? Oh, date of birth. Uh, April 12th, 1997. Thank you. So, on file of 610-248-8317. Is that correct? Yes. Okay. One moment. I see the Stay Healthy Tell Me Rx along with dental, life, and vision. Let me look at your... Okay. Do you mind holding on the line for me? I'm just going to go ahead and verify a couple of things on my end here real quick. Sure. Thank you. Ms. Smith? Yes. Okay. Thank you for holding. I appreciate your patience. Okay. So, looking at your form that you s- that you filled out when you started... when you, uh, signed up to the work through Resource, I do see here where you did select you wanted the VIP Classic plan as well. Mm-hmm. I'm not sure what happened, but it does not look like that was added on properly. I do apologize for the inconvenience and the... and, uh, all of that. Um, I'll go ahead and add it on. Um, normally- Okay. ... a change like this takes a week or two to process. But I'm gonna send an email to our back office team to see if they can't work with Resource to try to get this ex- expedited for you as quickly as possible. Um, again- Mm-hmm. ... we do apologize for the... for the mistake with that. Um, and we'll try... we'll try to get that done for you as soon as we can. Once I hear back from, uh, from our back office team on if this can be expedited, I can give you a call back and let you know what the timeline is looking like for that. Okay? Okay. Thank you. That'd be great. No problem. Was there anything else I can help you with for right now, Ms. Smith? No, that's it. All right. Thank you for calling and I do... again, I do apologize for the inconvenience, but I hope you have a wonderful day, ma'am. You too. Bye-bye. Mm-hmm. Bye now.

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: Hi. Yes. Um, I just recently made elections with Benefits in a card, um, but I'm not seeing one of my elections being deducted from my, um, pay stub, so I was

wondering if you could confirm that all my elections were actually set up, I guess.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Um, The Resource.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Five, seven, seven, five.

Speaker speaker_0: All right. Thank you. Your first and last name?

Speaker speaker_1: Rachel Smith.

Speaker speaker_0: Thank you, Ms. Smith. Could you verify your address and date of birth, please?

Speaker speaker_1: Sure. Uh, 244 Perimeter Loop, Apartment 305, and that's Burlington, North Carolina. Um, and sorry, what other was my phone number?

Speaker speaker_0: Uh, your date of birth?

Speaker speaker_1: Oh, date of birth. Uh, April 12th, 1997.

Speaker speaker_0: Thank you. So, on file of 610-248-8317. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. One moment. I see the Stay Healthy Tell Me Rx along with dental, life, and vision. Let me look at your... Okay. Do you mind holding on the line for me? I'm just going to go ahead and verify a couple of things on my end here real quick.

Speaker speaker_1: Sure.

Speaker speaker_0: Thank you. Ms. Smith?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you for holding. I appreciate your patience. Okay. So, looking at your form that you s- that you filled out when you started... when you, uh, signed up to the work through Resource, I do see here where you did select you wanted the VIP Classic plan as well.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I'm not sure what happened, but it does not look like that was added on properly. I do apologize for the inconvenience and the... and, uh, all of that. Um, I'll go ahead and add it on. Um, normally-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a change like this takes a week or two to process. But I'm gonna send an email to our back office team to see if they can't work with Resource to try to get this expedited for you as quickly as possible. Um, again-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... we do apologize for the... for the mistake with that. Um, and we'll try... we'll try to get that done for you as soon as we can. Once I hear back from, uh, from our back office team on if this can be expedited, I can give you a call back and let you know what the timeline is looking like for that. Okay?

Speaker speaker_1: Okay. Thank you. That'd be great.

Speaker speaker_0: No problem. Was there anything else I can help you with for right now, Ms. Smith?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Thank you for calling and I do... again, I do apologize for the inconvenience, but I hope you have a wonderful day, ma'am.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Mm-hmm. Bye now.