Transcript: Chris Sofield (deactivated)-4702328447877120-6591336669036544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey. So, I was on FMLA from about October to mid-December, and then I recently came off but my Benefits in a Card portal is no longer showing any of my insurance plans on it and it's no longer being deducted from my check. Okay. Yeah, that sounds normal. Um, what happens is that if it's not b- if there's no payment for the, uh, for the premiums out of your paycheck af- like for a certain amount of time, it does eventually terminate on its own, but you are able to give us a call to reinstate your benefits if needed. So, we- Good. ... should be able to get that done for you. Uh, what staffing company do you work with? Uh, TRC. Okay. And the last four of your social? 6241. And your first and last name? Uh, Jonathan Allison. Thank you. Mr. Allison, could you verify your address and your date of birth for me? 425 South Washington Street, 30741, uh, Rossville, Georgia. Okay. Your date of birth? I am 11/07/1999. Okay. Thank you. We have a phone number on file for you. It's 678-767-0435. Is that correct? That is correct. All right. Okay. Yeah. So let's see here. We had medical, both preventative and treatment, dental, vision, accident, illness, and life- Yep. ... all for employee only. We're just going to go ahead and reinstate all of that. Give me just a moment. All right. So that's going to be that $45.35 coming out of your check every week again. Give it about one to two weeks for everything to process. You should start seeing those deductions happen after that. Monday following that deduction is when your policies will have reinstated. All right. Thank you. No problem. Anything else? Nope, that's it. All right. Thanks again for calling and have a wonderful day. Yep. Bye-bye. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey. So, I was on FMLA from about October to mid-December, and then I recently came off but my Benefits in a Card portal is no longer showing any of my insurance plans on it and it's no longer being deducted from my check.

Speaker speaker_1: Okay. Yeah, that sounds normal. Um, what happens is that if it's not b- if there's no payment for the, uh, for the premiums out of your paycheck af- like for a certain amount of time, it does eventually terminate on its own, but you are able to give us a call to

reinstate your benefits if needed. So, we-

Speaker speaker_2: Good.

Speaker speaker_1: ... should be able to get that done for you. Uh, what staffing company do you work with?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 6241.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Jonathan Allison.

Speaker speaker_1: Thank you. Mr. Allison, could you verify your address and your date of birth for me?

Speaker speaker_2: 425 South Washington Street, 30741, uh, Rossville, Georgia.

Speaker speaker_1: Okay. Your date of birth?

Speaker speaker_2: I am 11/07/1999.

Speaker speaker_1: Okay. Thank you. We have a phone number on file for you. It's 678-767-0435. Is that correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. Okay. Yeah. So let's see here. We had medical, both preventative and treatment, dental, vision, accident, illness, and life-

Speaker speaker_2: Yep.

Speaker speaker_1: ... all for employee only. We're just going to go ahead and reinstate all of that. Give me just a moment. All right. So that's going to be that $45.35 coming out of your check every week again. Give it about one to two weeks for everything to process. You should start seeing those deductions happen after that. Monday following that deduction is when your policies will have reinstated.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Yep. Bye-bye.

Speaker speaker_1: Bye now.