

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits and a Card, this is Chris. How can I help you today? Hi, Chris. My name is Nick Sneed. I, uh, am with Creative Circle, um, signed up for benefits and it started getting taken out of my paycheck, um, last pay period, but I never got an email confirmation with, um, any information. Um, so calling about that. Okay. What staffing companies, uh, do you work with? Creative Circle. And what's the last four of your Social, sir? 1343. Okay. Mr. Sneed, could you verify your address and your date of birth for me? Sure thing. Uh, address is 2009 Sutherland Avenue, Dallas, Texas. The zip is 75203. Date of birth is 5-23-84. Okay. So on file we have a 646-633-5128. Is that correct? Yep. Okay. And then we have an email on file, nicholas.sneed@gmail.com? That's correct. Okay. One moment. Uh, yeah. Okay. So looking at it, yeah, we do see here it looks like the first deduction loo- should have been la- looks like it was last week, meaning your coverage started this Monday on the 4th. Um, ID cards typically take one to two weeks after the effective date to arrive, so it's just a little bit s- like, simply a little bit too early for anything to have shown up yet. Um, but what I should be able to do for you, I can check this real quick, I should be able to pull up copies of the ID cards, um, for medical, dental and vision, and email them on over to you. Okay? Okay. Thank you so much. No problem. Just bear with me a little bit while I go ahead and check the, the portals here to see if this information is available. Okay? Okay. Okay, so it does look like all cards... Sorry, all available cards are available, so, uh, we can go ahead and email them on over to you. Um, I'll work on getting that set up for you. Uh, you should rec- uh, this email is going to come from info@benefitsandacard.com. Um, if you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should get this in just a couple of minutes here. Okay? Okay. Thank you so much. No problem. Was there anything else I could help you with? Uh, no, you've been super helpful. I appreciate it. You're very welcome. Thanks again for calling and have a wonderful day. You too. Thanks. Mm-hmm. All right, bye now. Bye.

Conversation Format

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

Speaker speaker_1: You're calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Nick Sneed. I, uh, am with Creative Circle, um, signed up for benefits and it started getting taken out of my paycheck, um, last pay period, but

I never got an email confirmation with, um, any information. Um, so calling about that.

Speaker speaker_1: Okay. What staffing companies, uh, do you work with?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And what's the last four of your Social, sir?

Speaker speaker_2: 1343.

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

Speaker speaker_2: Sure thing. Uh, address is 2009 Sutherland Avenue, Dallas, Texas. The zip is 75203. Date of birth is 5-23-84.

Speaker speaker_1: Okay. So on file we have a 646-633-5128. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And then we have an email on file, nicholas.sneed@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. One moment. Uh, yeah. Okay. So looking at it, yeah, we do see here it looks like the first deduction loo- should have been la- looks like it was last week, meaning your coverage started this Monday on the 4th. Um, ID cards typically take one to two weeks after the effective date to arrive, so it's just a little bit s- like, simply a little bit too early for anything to have shown up yet. Um, but what I should be able to do for you, I can check this real quick, I should be able to pull up copies of the ID cards, um, for medical, dental and vision, and email them on over to you. Okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Just bear with me a little bit while I go ahead and check the, the portals here to see if this information is available. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so it does look like all cards... Sorry, all available cards are available, so, uh, we can go ahead and email them on over to you. Um, I'll work on getting that set up for you. Uh, you should rec- uh, this email is going to come from info@benefitsandacard.com. Um, if you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should get this in just a couple of minutes here. Okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: Uh, no, you've been super helpful. I appreciate it.

Speaker speaker_1: You're very welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Thanks.

Speaker speaker_1: Mm-hmm. All right, bye now.

Speaker speaker_2: Bye.