

Transcript: Chris Sofield (deactivated)-5043849908928512-5193056569475072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. I was calling to see, um, I had enrolled in, um, you guys' other insurance, right? But I wanna know, when does it become active? Uh, policies become effective typically the Monday following us receiving that first deduction information. Um, when did you, when did you enroll? Uh, like, last week I think, or the week before. Like, uh, how do I find... Like, what's the, what's the website? 'Cause I had did it, so, um, I work with the resource. Okay. So- Mm-hmm. ... um, yeah, so if you... So any enrollment itself takes one to two weeks to fully process before you can start seeing deductions out of your paychecks. Um- Mm-hmm. So if you only enrolled last week, it's very possible that it's still in the, in, still in processing at this time. Okay. Yeah, I think, um- But yeah, we can- ... I don't know..... Give me, give me a moment. We should be able to check. You said it's with the resource? Yeah. All right. What's the last four of your Social, ma'am? 0220. And your first and last name? Katina Jackson. Okay, Ms. Jackson. Could you verify your address and your date of birth, please? Um, 29 Woodstream Lane, Apartment G, Greensboro, North Carolina 27410, and my date of birth is 11/10/1993. Thank you. Uh, phone number we have is 917-396-0745. Is that correct? Yes. Mm-hmm. Okay. Let me take a look at something here. Okay. Yeah, your, uh, I show it looks like your enrollment, um, into the VIP Classic and free Rx plans. Uh, looks like you had submitted that, um, on the 2nd. Uh, yeah, that's still, that's still pending at this time. Mm-hmm. Okay, that's fine. All right. Anything else? So would I get an email, um, when it's, like, about to pay, like from our paycheck, or? N- no. The only, the only thing you can do is just check with the resource to see if there's a way for you to view your pay stubs and just review those for deductions. No, I can see it. No, I can see my pay stub, but that's, that's when I'll know it's effective, right? Yeah. Once you n that deduction, it's typically effective the following week. Mm-hmm. Effective. Okay. All right. Thank you. No problem. Anything else? No, that's it. All right. Thanks again for calling and have a wonderful day. You too.

Conversation Format

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

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

Speaker speaker_2: Hi. I was calling to see, um, I had enrolled in, um, you guys' other insurance, right? But I wanna know, when does it become active?

Speaker speaker_1: Uh, policies become effective typically the Monday following us receiving that first deduction information. Um, when did you, when did you enroll?

Speaker speaker_2: Uh, like, last week I think, or the week before. Like, uh, how do I find... Like, what's the, what's the website? 'Cause I had did it, so, um, I work with the resource.

Speaker speaker_1: Okay. So-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, yeah, so if you... So any enrollment itself takes one to two weeks to fully process before you can start seeing deductions out of your paychecks. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So if you only enrolled last week, it's very possible that it's still in the, in, still in processing at this time.

Speaker speaker_2: Okay. Yeah, I think, um-

Speaker speaker_1: But yeah, we can-

Speaker speaker_2: ... I don't know.....

Speaker speaker_1: Give me, give me a moment. We should be able to check. You said it's with the resource?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. What's the last four of your Social, ma'am?

Speaker speaker_2: 0220.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Katina Jackson.

Speaker speaker_1: Okay, Ms. Jackson. Could you verify your address and your date of birth, please?

Speaker speaker_2: Um, 29 Woodstream Lane, Apartment G, Greensboro, North Carolina 27410, and my date of birth is 11/10/1993.

Speaker speaker_1: Thank you. Uh, phone number we have is 917-396-0745. Is that correct?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Okay. Let me take a look at something here. Okay. Yeah, your, uh, I show it looks like your enrollment, um, into the VIP Classic and free Rx plans. Uh, looks like you had submitted that, um, on the 2nd. Uh, yeah, that's still, that's still pending at this time.

Speaker speaker_2: Mm-hmm. Okay, that's fine.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: So would I get an email, um, when it's, like, about to pay, like from our paycheck, or?

Speaker speaker_1: N- no. The only, the only thing you can do is just check with the resource to see if there's a way for you to view your pay stubs and just review those for deductions.

Speaker speaker_2: No, I can see it. No, I can see my pay stub, but that's, that's when I'll know it's effective, right?

Speaker speaker_1: Yeah. Once you n that deduction, it's typically effective the following week.

Speaker speaker_2: Mm-hmm. Effective. Okay. All right. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: You too.