

Transcript: Chris Sofield

(deactivated)-5118330037288960-6065434427604992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Yeah, I was just calling to see if my card is, um, is active, is activated. Okay. What staffing company do you work with? Surge. And the last four of your Social? 0527. All right. Your first and last name? Sondheim Sabat. All right, Mr. Sabat. Could you verify your address and your date of birth for me please? 3887 McLemore Road, Montgomery, Alabama 36111. Um, I'd say 93... 9382. All right. We have a phone on file for you at 215-617-8660. Is that correct? Yep. All right. Uh, taking a look at it, no, it does not look like your coverage is active at this time. Uh, when, when will it be active? Um, so at th- at this point, it looks like the issue is that there have not been... there haven't been any deductions coming out of your checks recently. Have you, like, had a break between assignments from Surge or something? Um, I quit my job and then they looking for another job for me. That's what it is. Y- so that's why it's not active. The... Your insurance is only active as long as you're seeing deductions coming out of your checks. So when they- they... When they give me another, uh, job, it's going to be active? Uh, it may, if it's... uh, if it's soon enough, because, uh, we're currently in week two of it not being active. If it gets to four weeks, it'll eventually terminate on its own. But if you get a job after that, you can always give us a call back to, uh, reinstate it. Okay. All right. Yeah, so I would suggest the best thing to do is probably once you- once you get a new assignment from them, just give us a call. Mm-hmm. Um, and che- and check to see if you need to re- to reinstate your coverage or if it'll just go-go back into effect on its own. We'll- we'll be able to tell at that point. Okay. I'll give you a call back when I get another assignment. All right. Anything else? No, that's it. All right. Thanks again for calling. Have a good day. All right. You too. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yeah, I was just calling to see if my card is, um, is active, is activated.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0527.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Sondheim Sabat.

Speaker speaker_1: All right, Mr. Sabat. Could you verify your address and your date of birth for me please?

Speaker speaker_2: 3887 McLemore Road, Montgomery, Alabama 36111. Um, I'd say 93... 9382.

Speaker speaker_1: All right. We have a phone on file for you at 215-617-8660. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Uh, taking a look at it, no, it does not look like your coverage is active at this time.

Speaker speaker_2: Uh, when, when will it be active?

Speaker speaker_1: Um, so at th- at this point, it looks like the issue is that there have not been... there haven't been any deductions coming out of your checks recently. Have you, like, had a break between assignments from Surge or something?

Speaker speaker_2: Um, I quit my job and then they looking for another job for me. That's what it is.

Speaker speaker_1: Y- so that's why it's not active. The... Your insurance is only active as long as you're seeing deductions coming out of your checks.

Speaker speaker_2: So when they- they... When they give me another, uh, job, it's going to be active?

Speaker speaker_1: Uh, it may, if it's... uh, if it's soon enough, because, uh, we're currently in week two of it not being active. If it gets to four weeks, it'll eventually terminate on its own. But if you get a job after that, you can always give us a call back to, uh, reinstate it.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Yeah, so I would suggest the best thing to do is probably once you- once you get a new assignment from them, just give us a call.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and che- and check to see if you need to re- to reinstate your coverage or if it'll just go- go back into effect on its own. We'll- we'll be able to tell at that point.

Speaker speaker_2: Okay. I'll give you a call back when I get another assignment.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks again for calling. Have a good day.

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_1: Bye now.