

Transcript: Chris Sofield (deactivated)-5588021697101824-4527538424561664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Veterans with a Card. This is Chris. How can I help you today? Hi. I'm trying to enroll in benefits, and I don't know, I keep getting stuck somewhere. I'm trying to enroll online, like I sent the text message. Okay. Um- I work for Accuforce. Accuforce. Got it. Give me just a moment. And then the last four of your social? 0513. And then your first and last name. Jean Tousley. Thank you. And could you verify your address and date of birth for me please? 909 Center Street, Morristown, Tennessee 37813. And then your date of birth. 11/11/60. Thank you. We have a phone number on file of 423-307-9206. Yes. And an email of jfidati01... Sorry, 1160@gmail.com? Yes. All right. Uh, looks like your online enrollment request did come through. We see, do see it processed as of, looks like about five minutes ago. Oh, okay. So I'm good? Yeah, your, your enrollment's set up. You just gotta, uh, it's just gotta take some time for everything to process, um, typically about a week or two before you start seeing any sort of deductions. And when will the deductions start coming out? Uh, deductions will start after that one to two-week processing period. However, I can't tell you exactly when, just because- Okay. ... that's handled by Accuforce's payroll team. We're not involved in that. Right. Okay. So w- and then I'll get, like, cards or something from you? Uh, from the insurance carriers. We're just the- Yes. ... enrollment admin, so yeah, we- I don't need anything. Already have it. Yeah, but yeah, I know what you... I figured. But, um, yeah, so you, uh, once the, once the deduction has happened, your policy's effective the following Monday, and ID cards will typically arrive about a week or two after that. Okay, very good. All right. Anything else- Thank you so much. You have a wonderful holiday. Same to you, ma'am. Thanks for calling. Bye now. Thank you. Bye-bye. I'm sorry. I thought that was mine. No, no. That's for the, uh, credit card test. Oh, uh, that's a good credit card to have. Is it? Yeah. Hm. Okay. All right. Well, then. I have to give you money.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_2: Thank you for calling Veterans with a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi. I'm trying to enroll in benefits, and I don't know, I keep getting stuck somewhere. I'm trying to enroll online, like I sent the text message.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: I work for Accuforce.

Speaker speaker_2: Accuforce. Got it. Give me just a moment. And then the last four of your social?

Speaker speaker_1: 0513.

Speaker speaker_2: And then your first and last name.

Speaker speaker_1: Jean Tousley.

Speaker speaker_2: Thank you. And could you verify your address and date of birth for me please?

Speaker speaker_1: 909 Center Street, Morristown, Tennessee 37813.

Speaker speaker_2: And then your date of birth.

Speaker speaker_1: 11/11/60.

Speaker speaker_2: Thank you. We have a phone number on file of 423-307-9206.

Speaker speaker_1: Yes.

Speaker speaker_2: And an email of jfidati01... Sorry, 1160@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. Uh, looks like your online enrollment request did come through. We see, do see it processed as of, looks like about five minutes ago.

Speaker speaker_1: Oh, okay. So I'm good?

Speaker speaker_2: Yeah, your, your enrollment's set up. You just gotta, uh, it's just gotta take some time for everything to process, um, typically about a week or two before you start seeing any sort of deductions.

Speaker speaker_1: And when will the deductions start coming out?

Speaker speaker_2: Uh, deductions will start after that one to two-week processing period. However, I can't tell you exactly when, just because-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that's handled by Accuforce's payroll team. We're not involved in that.

Speaker speaker_1: Right. Okay. So w- and then I'll get, like, cards or something from you?

Speaker speaker_2: Uh, from the insurance carriers. We're just the-

Speaker speaker_1: Yes.

Speaker speaker_2: ... enrollment admin, so yeah, we-

Speaker speaker_1: I don't need anything. Already have it.

Speaker speaker_2: Yeah, but yeah, I know what you... I figured. But, um, yeah, so you, uh, once the, once the deduction has happened, your policy's effective the following Monday, and ID cards will typically arrive about a week or two after that.

Speaker speaker_1: Okay, very good.

Speaker speaker_2: All right. Anything else-

Speaker speaker_1: Thank you so much. You have a wonderful holiday.

Speaker speaker_2: Same to you, ma'am. Thanks for calling. Bye now.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: I'm sorry. I thought that was mine.

Speaker speaker_3: No, no. That's for the, uh, credit card test.

Speaker speaker_1: Oh, uh, that's a good credit card to have.

Speaker speaker_3: Is it?

Speaker speaker_1: Yeah.

Speaker speaker_3: Hm. Okay. All right. Well, then.

Speaker speaker_1: I have to give you money.