

Transcript: Chris Sofield (deactivated)-5639717815369728-6198719955648512

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, I'm trying to find out a way that I can get my benefits cards deducted from my, um, payroll. Okay. We... The only thing I can tell you is if, is if we have an enrollment on file for you. But we do not handle anything related to deductions, so I wouldn't be able to help you with that. Um... I'm saying I enrolled in it, but it's nothing ever been took out for it. Right. That's and- that's not- that's not... Okay. Then- Deductions themselves- deductions themselves are handled by your company payroll team. So you'd have to ask them what's going on with any deductions. Okay. So I need to call them then? Yeah, y- y- you would need to call- you would need to call and ask to speak with the payroll team if you have any questions about any deductions, um, 'cause, like I said, all we tell them is how much to take out. It's up to them to actually do that. Okay. All right. I gotcha. Okay, thanks. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, I'm trying to find out a way that I can get my benefits cards deducted from my, um, payroll.

Speaker speaker_0: Okay. We... The only thing I can tell you is if, is if we have an enrollment on file for you. But we do not handle anything related to deductions, so I wouldn't be able to help you with that. Um...

Speaker speaker_1: I'm saying I enrolled in it, but it's nothing ever been took out for it.

Speaker speaker_0: Right. That's and- that's not- that's not...

Speaker speaker_1: Okay. Then-

Speaker speaker_0: Deductions themselves- deductions themselves are handled by your company payroll team. So you'd have to ask them what's going on with any deductions.

Speaker speaker_1: Okay. So I need to call them then?

Speaker speaker_0: Yeah, y- y- you would need to call- you would need to call and ask to speak with the payroll team if you have any questions about any deductions, um, 'cause, like I said, all we tell them is how much to take out. It's up to them to actually do that.

Speaker speaker_1: Okay. All right. I gotcha. Okay, thanks.

Speaker speaker_0: You're welcome. Have a good day.