

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bennett-Bennett Card, this is Chris. How can I help you today? Good morning. Um, I was actually calling to see about my benefits, to see if they were, um, complete with my job, paying the premium and everything so I can get my benefits rolling. Okay. What, what staffing company do you work with? HHS. And the last four of your Social? 8344. Okay. All right. And your first and last name? Tamara Yowell. All right, Ms. Yowell, could you verify your address and your date of birth for me? 808 Tyler Circle, Apartment C, Birmingham, Alabama 35226. My birth day is 10/18/1991. All right. Phone on file of 205-920-3583, is that correct? Yes. Okay, one moment. Uh, looks like we are still waiting on, uh, deduction information from HSS. Um, if you have any questions regarding when exactly that should start, um, you would need to get in contact with them and speak with payroll team. Um, if you've seen the first deduction out of this check, then your policy should become active next week. We just have not yet received the information from them at this moment. Uh, but everything- Oh, yeah. Sorry. Yeah, everything at this point, um, is gonna be on whenever they send it on over to us, which it doesn't look like they have yet. Okay. Um, it was a deduction out of this paycheck, but even if it was a deduction out of this paycheck, I couldn't, like, I couldn't use any benefits today? No. Because it do- because the premium payment pays for the following week's insurance coverage. Okay, I appreciate that. Thank you. No problem. Thanks for calling and have a good 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 Bennett-Bennett Card, this is Chris. How can I help you today?

Speaker speaker\_2: Good morning. Um, I was actually calling to see about my benefits, to see if they were, um, complete with my job, paying the premium and everything so I can get my benefits rolling.

Speaker speaker\_1: Okay. What, what staffing company do you work with?

Speaker speaker\_2: HHS.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 8344.

Speaker speaker\_1: Okay. All right. And your first and last name?

Speaker speaker\_2: Tamara Yowell.

Speaker speaker\_1: All right, Ms. Yowell, could you verify your address and your date of birth for me?

Speaker speaker\_2: 808 Tyler Circle, Apartment C, Birmingham, Alabama 35226. My birth day is 10/18/1991.

Speaker speaker\_1: All right. Phone on file of 205-920-3583, is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, one moment. Uh, looks like we are still waiting on, uh, deduction information from HSS. Um, if you have any questions regarding when exactly that should start, um, you would need to get in contact with them and speak with payroll team. Um, if you've seen the first deduction out of this check, then your policy should become active next week. We just have not yet received the information from them at this moment. Uh, but everything-

Speaker speaker\_2: Oh, yeah. Sorry.

Speaker speaker\_1: Yeah, everything at this point, um, is gonna be on whenever they send it on over to us, which it doesn't look like they have yet.

Speaker speaker\_2: Okay. Um, it was a deduction out of this paycheck, but even if it was a deduction out of this paycheck, I couldn't, like, I couldn't use any benefits today?

Speaker speaker\_1: No. Because it do- because the premium payment pays for the following week's insurance coverage.

Speaker speaker\_2: Okay, I appreciate that. Thank you.

Speaker speaker\_1: No problem. Thanks for calling and have a good day.

Speaker speaker\_2: You too.