

## **Transcript: Chris Sofield**

**(deactivated)-6595737057968128-5213197285933056**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hey, how's it going? Uh, I just had a question. Uh, I don't know how the benefits work because I started for this, um, company and they just sent me a number to call to this number. Okay. So are you talking about like how you enroll into the benefits or how do you get- Yeah, how to enroll and what, what kind of benefits do you guys offer? Okay. So we're a plan administrator for health insurance benefits for staffing companies. Um, you can en- uh, depending on the company you work with, you can enroll either online, uh, using a- filling out a paper form at their offices or over the phone with us. Um, and as far as how they work, well, I mean, it's- they take the insurance premiums out of your paycheck to pay for the, for, for the plans. Um... Oh, okay. Then whatev- whatever you selected, you'll see the requisite deductions for those. And, uh, whenever that deduction happens, your policy is effective typically the following Monday after us receiving that information with ID cards arriving a week or so later. Okay. Well, I'll probably go down to their office and that way I can learn more about it and then see what, uh, see which one I'm going for. Okay, sir. Was there anything else I can help you with for now? No, that's pretty much it. All right. Thanks again for calling in. Have a good day. You too. Thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hey, how's it going? Uh, I just had a question. Uh, I don't know how the benefits work because I started for this, um, company and they just sent me a number to call to this number.

Speaker speaker\_1: Okay. So are you talking about like how you enroll into the benefits or how do you get-

Speaker speaker\_2: Yeah, how to enroll and what, what kind of benefits do you guys offer?

Speaker speaker\_1: Okay. So we're a plan administrator for health insurance benefits for staffing companies. Um, you can en- uh, depending on the company you work with, you can enroll either online, uh, using a- filling out a paper form at their offices or over the phone with us. Um, and as far as how they work, well, I mean, it's- they take the insurance premiums out

of your paycheck to pay for the, for, for the plans. Um...

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Then whatev- whatever you selected, you'll see the requisite deductions for those. And, uh, whenever that deduction happens, your policy is effective typically the following Monday after us receiving that information with ID cards arriving a week or so later.

Speaker speaker\_2: Okay. Well, I'll probably go down to their office and that way I can learn more about it and then see what, uh, see which one I'm going for.

Speaker speaker\_1: Okay, sir. Was there anything else I can help you with for now?

Speaker speaker\_2: No, that's pretty much it.

Speaker speaker\_1: All right. Thanks again for calling in. Have a good day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome.