

Transcript: Chris Sofield

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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? Yes, how you doing, sir? This is, uh, Craig Allie. I'm doing all right, sir. How can I help you? Yeah, so I was just trying to see, uh, I think it was about two weeks ago, I had, uh, opted in to, uh, get benefits for me and my fiancée. Um, and I was just trying to see where was the cards at 'cause I, I see that it's already deducted, um, it's getting deducted out my check now. I was just trying to see when are the re- uh, the cards are, uh, arriving. When did you see that first deduction? Uh, last Friday. Last week? Last Friday. Yeah. Last Friday. Okay. And, and what staffing company do you work with? Cards and Staffing. Okay. Uh, so typically, whenever you see the first deduction, um, the policy sh- uh, the policy would have gone into effect today, but the ID cards, um, would still be being generated and being, and, uh, being set up and everything like that. Okay. Uh, ID cards will typically arrive in the next week or two. Oh, okay. That's what the lady was saying. See, I thought she was saying the following week the cards would be... Uh, okay, I think that's probably what she was saying then. Yeah, so it's, it's the following week after the effective date. It's, it's one to two weeks after the effective date that the ID cards arrive. Okay, okay, okay. I see. Okay. All right. That's, that's why... Okay, I heard it, I kind of heard it wrong then since when she said, like, as soon as... Like it, like after the... I thought she was, I thought she was saying, like, after the day of the like, the call where, that I had, uh, opted in for insurance or for benefits. Um, I thought that she was saying like, it was going to be effective where it is or get sent or whatever like that. That's, that's my fault. You're fine, sir. Anything else? Oh, no, that's it. Thank you, man. So like, basically, in another week or two? Yeah, you should get them, you should get them in another week or two, uh, depending on, uh, depending on whichever medical policy you selected. You may want to keep an eye on your email inbox as well, as I do know that one of the medical cards available, um, that they get sent via email instead of a physical copy. That one would come- Yeah. ... from American Public Life if you get that one. Okay. Yeah, she did, uh, I think she... Yeah, she did say it was, that it was gonna come in an email, in an email. Okay then, uh, was there anything else? No, that was it. That was it. All right. All right, thanks again for calling and have a wonderful day. Yes, sir. Thank you. You're welcome. Bye now. Bye.

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: Yes, how you doing, sir? This is, uh, Craig Allie.

Speaker speaker_1: I'm doing all right, sir. How can I help you?

Speaker speaker_2: Yeah, so I was just trying to see, uh, I think it was about two weeks ago, I had, uh, opted in to, uh, get benefits for me and my fiance. Um, and I was just trying to see where was the cards at 'cause I, I see that it's already deducted, um, it's getting deducted out my check now. I was just trying to see when are the re- uh, the cards are, uh, arriving.

Speaker speaker_1: When did you see that first deduction?

Speaker speaker_2: Uh, last Friday.

Speaker speaker_1: Last week?

Speaker speaker_2: Last Friday. Yeah. Last Friday.

Speaker speaker_1: Okay. And, and what staffing company do you work with?

Speaker speaker_2: Cards and Staffing.

Speaker speaker_1: Okay. Uh, so typically, whenever you see the first deduction, um, the policy sh- uh, the policy would have gone into effect today, but the ID cards, um, would still be being generated and being, and, uh, being set up and everything like that.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, ID cards will typically arrive in the next week or two.

Speaker speaker_2: Oh, okay. That's what the lady was saying. See, I thought she was saying the following week the cards would be... Uh, okay, I think that's probably what she was saying then.

Speaker speaker_1: Yeah, so it's, it's the following week after the effective date. It's, it's one to two weeks after the effective date that the ID cards arrive.

Speaker speaker_2: Okay, okay, okay. I see. Okay. All right. That's, that's why... Okay, I heard it, I kind of heard it wrong then since when she said, like, as soon as... Like it, like after the... I thought she was, I thought she was saying, like, after the day of the like, the call where, that I had, uh, opted in for insurance or for benefits. Um, I thought that she was saying like, it was going to be effective where it is or get sent or whatever like that. That's, that's my fault.

Speaker speaker_1: You're fine, sir. Anything else?

Speaker speaker_2: Oh, no, that's it. Thank you, man. So like, basically, in another week or two?

Speaker speaker_1: Yeah, you should get them, you should get them in another week or two, uh, depending on, uh, depending on whichever medical policy you selected. You may want to keep an eye on your email inbox as well, as I do know that one of the medical cards available,

um, that they get sent via email instead of a physical copy. That one would come-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... from American Public Life if you get that one.

Speaker speaker_2: Okay. Yeah, she did, uh, I think she... Yeah, she did say it was, that it was gonna come in an email, in an email.

Speaker speaker_1: Okay then, uh, was there anything else?

Speaker speaker_2: No, that was it. That was it.

Speaker speaker_1: All right. All right, thanks again for calling and have a wonderful day.

Speaker speaker_2: Yes, sir. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye.