

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, I just received a text that said, uh, "Congratulations on your job with Innovative call Benefits in a Card at the phone number to enroll before your window closes." Yeah. What I- What is it? So that's the automatic text that goes out to new hires congratulating them on getting a job with Innovative Staffing Solutions and then letting them know you have 30 days to get enrolled into the health insurance offered through them. Um, so I signed up for all that stuff before I started working. ... So that's like- If you sign up... So if you already signed up, that's just a, um, just an automatic text. Oh, okay. Um, when does all that stuff start? Do you know? So the... Whenever... Depending on when you got enrolled, it takes one to two weeks for the enrollment process and once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Yeah. ID cards are sent one to two weeks from that activation date. So on my pay stub it says BICEE only accident and all the other stuff. Is that... When you're processing my pay stub? Yeah. If it says BIC, Vision or et cetera, that means... Yeah. Yeah. That's the coverage that got deducted. Okay. And then you said I'll receive the card in like two weeks? From whatever date it became active. Yes, sir. So you'll see the deduction first, and then that following Monday is when your coverage will become active and your ID cards are sent from that, on that following Monday, two weeks from that following Monday. Okay. So I just, I just got my pay stub last night, so. All right. I appreciate it. No problem, sir. Was there anything else I can help you with today? No. I just wanted to make sure I was actually signed up like I thought I was. Okay. Yeah. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great day, man. You too. See you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, I just received a text that said, uh, "Congratulations on your job with Innovative call Benefits in a Card at the phone number to enroll before your window closes."

Speaker speaker_1: Yeah. What I-

Speaker speaker_2: What is it?

Speaker speaker_1: So that's the automatic text that goes out to new hires congratulating them on getting a job with Innovative Staffing Solutions and then letting them know you have 30 days to get enrolled into the health insurance offered through them.

Speaker speaker_2: Um, so I signed up for all that stuff before I started working. ... So that's like-

Speaker speaker_1: If you sign up... So if you already signed up, that's just a, um, just an automatic text.

Speaker speaker_2: Oh, okay. Um, when does all that stuff start? Do you know?

Speaker speaker_1: So the... Whenever... Depending on when you got enrolled, it takes one to two weeks for the enrollment process and once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Yeah. ID cards are sent one to two weeks from that activation date.

Speaker speaker_2: So on my pay stub it says BICEE only accident and all the other stuff. Is that... When you're processing my pay stub?

Speaker speaker_1: Yeah. If it says BIC, Vision or et cetera, that means... Yeah. Yeah. That's the coverage that got deducted.

Speaker speaker_2: Okay. And then you said I'll receive the card in like two weeks?

Speaker speaker_1: From whatever date it became active. Yes, sir. So you'll see the deduction first, and then that following Monday is when your coverage will become active and your ID cards are sent from that, on that following Monday, two weeks from that following Monday.

Speaker speaker_2: Okay. So I just, I just got my pay stub last night, so. All right. I appreciate it.

Speaker speaker_1: No problem, sir. Was there anything else I can help you with today?

Speaker speaker_2: No. I just wanted to make sure I was actually signed up like I thought I was.

Speaker speaker_1: Okay. Yeah. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great day, man.

Speaker speaker_2: You too.

Speaker speaker_1: See you.