

Transcript: Chris Sofield

(deactivated)-4536505622020096-5095357069344768

Full Transcript

The call is being recorded for quality assurance purposes. Hi, may I speak with Chris Perez, please? Uh, this is Chris. Hi. My name is Chris as well. I'm calling from Benefits in a Card, uh, returning a voicemail that you left with us over the weekend. Uh, something about, uh, creating an account and having a, an internet crash that led to some issues with being able to proceed with that. Uh, yeah. Um... Sorry, uh, it's a little fresh in my mind. It's, it's not really that fresh in my mind, but yeah. Um, I followed the link in your email and I started signing up for an account, and I lost internet, and when I tried refreshing the page, um, I kept just getting like a, like a blank script, like a white screen with just a, like, what do you call it, just the data of the page on it. Okay. All right, um- Yeah. Yes. So we, we can see if, um... Just, just to confirm, the account that you were trying to create, was it for an online, like it was the online enrollment portal for the health insurance benefits for your staffing company? I think I still have the, um, the tab open on my phone, pull it up right here. Uh, it says, it was Register, uh, MyBenefitsInACard.com. Okay. Um, all right. Before we continue, uh, just this call is being recorded for quality assurance and training purposes. Let's see if we can pull up a file on our system for you, see if anything came over. Um, what staffing company do you work with? Um, honestly, I applied from multiple ones. Uh, I, my guess would be, I think Surge for this one, though. I'm just trying to find out ... Yeah. Yeah. The Surge is, uh, Surge is a company that we partner with, and then let's check to see if we have a file. What's the last four of your Social, sir? 5016. 5016. Doesn't look like anything came over, uh, so... Hmm. Now, where you- Like creating an account? You should be able to just re-register a new account now that there, now that there's been some time. Uh, I believe the information is kind of, like, flushed out of the system. You should be able to move forward with that. Um, if for some reason you can't, give us a call back, we should be able to help you, uh, create an account and sign up for any insurance benefits, if you're looking to do so. Okay. All right. Um- Uh, yeah. Thanks for appreciate it. No problem. For right now, was there anything else I could help with? Uh, no. Thank you. That, that's everything. All right. Well, thanks for taking the time to speak with me, sir. You have a wonderful day. You as well. All right.

Conversation Format

Speaker speaker_0: The call is being recorded for quality assurance purposes.

Speaker speaker_1: Hi, may I speak with Chris Perez, please?

Speaker speaker_2: Uh, this is Chris.

Speaker speaker_1: Hi. My name is Chris as well. I'm calling from Benefits in a Card, uh, returning a voicemail that you left with us over the weekend. Uh, something about, uh, creating an account and having a, an internet crash that led to some issues with being able to proceed with that.

Speaker speaker_2: Uh, yeah. Um... Sorry, uh, it's a little fresh in my mind. It's, it's not really that fresh in my mind, but yeah. Um, I followed the link in your email and I started signing up for an account, and I lost internet, and when I tried refreshing the page, um, I kept just getting like a, like a blank script, like a white screen with just a, like, what do you call it, just the data of the page on it.

Speaker speaker_1: Okay. All right, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: Yes. So we, we can see if, um... Just, just to confirm, the account that you were trying to create, was it for an online, like it was the online enrollment portal for the health insurance benefits for your staffing company?

Speaker speaker_2: I think I still have the, um, the tab open on my phone, pull it up right here. Uh, it says, it was Register, uh, MyBenefitsInACard.com.

Speaker speaker_1: Okay. Um, all right. Before we continue, uh, just this call is being recorded for quality assurance and training purposes. Let's see if we can pull up a file on our system for you, see if anything came over. Um, what staffing company do you work with?

Speaker speaker_2: Um, honestly, I applied from multiple ones. Uh, I, my guess would be, I think Surge for this one, though. I'm just trying to find out ...

Speaker speaker_3: Yeah.

Speaker speaker_1: Yeah. The Surge is, uh, Surge is a company that we partner with, and then let's check to see if we have a file. What's the last four of your Social, sir?

Speaker speaker_2: 5016.

Speaker speaker_1: 5016. Doesn't look like anything came over, uh, so... Hmm. Now, where you-

Speaker speaker_2: Like creating an account?

Speaker speaker_1: You should be able to just re-register a new account now that there, now that there's been some time. Uh, I believe the information is kind of, like, flushed out of the system. You should be able to move forward with that. Um, if for some reason you can't, give us a call back, we should be able to help you, uh, create an account and sign up for any insurance benefits, if you're looking to do so.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um-

Speaker speaker_2: Uh, yeah. Thanks for appreciate it.

Speaker speaker_1: No problem. For right now, was there anything else I could help with?

Speaker speaker_2: Uh, no. Thank you. That, that's everything.

Speaker speaker_1: All right. Well, thanks for taking the time to speak with me, sir. You have a wonderful day.

Speaker speaker_2: You as well.

Speaker speaker_1: All right.