

Transcript: Chris Sofield (deactivated)-4707115828985856-4610036733526016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card., this is Chris. How can I help you today? Hi. Um, I was calling to just make sure that I denied my coverage, um, through my staffing company. Okay. Staffing company, you with? Uh, Surge. And the last four of your Social? 8579. I called them but them, they'll... Uh, okay, so 8579, what's y- your first and last name, ma'am? Uh, Stephanie Long. Oh, okay. Ms. Long, could you verify your address and your date of birth please? Uh, 106 North Spring Street, Golden, Indiana 47532. Uh, 56894. Thank you. Phone on file of 812-505-5376. Yes. All right. Uh, okay. So it looks like they did try to go ahead and start that automatic enrollment process but it hasn't processed long enough to, uh, lead to anything. Mm-hmm. I can go ahead and cancel that without any sort of, uh, without anything happening- Okay. ... um, and just decline any sort of benefits tr- for you. So you're good to go. Awesome, thanks. No problem. Thanks for calling and have a good day. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card., this is Chris. How can I help you today?

Speaker speaker_2: Hi. Um, I was calling to just make sure that I denied my coverage, um, through my staffing company.

Speaker speaker_1: Okay. Staffing company, you with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8579. I called them but them, they'll...

Speaker speaker_1: Uh, okay, so 8579, what's y- your first and last name, ma'am?

Speaker speaker_2: Uh, Stephanie Long.

Speaker speaker_1: Oh, okay. Ms. Long, could you verify your address and your date of birth please?

Speaker speaker_2: Uh, 106 North Spring Street, Golden, Indiana 47532. Uh, 56894.

Speaker speaker_1: Thank you. Phone on file of 812-505-5376.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Uh, okay. So it looks like they did try to go ahead and start that automatic enrollment process but it hasn't processed long enough to, uh, lead to anything.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I can go ahead and cancel that without any sort of, uh, without anything happening-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, and just decline any sort of benefits tr- for you. So you're good to go.

Speaker speaker_2: Awesome, thanks.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: Thank you.