

## **Transcript: Chris Sofield (deactivated)-4930664563949568-5569317678039040**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Um, hi, Chris. I am a employee with OnTrack Staffing- Mm-hmm. ... and I just received a message to enroll, I guess, within 30 days of my first pay. Um, was this regarding the insurance coverage or... Uh, yes, ma'am. This is for the health insurance through Oxford, or OnTrack, I mean. Oh, okay. Well, I declined the insurance in the beginning when I did my onboarding. Does y'all's information not reflect that? N- no. The, the message that you received is an... is just an automated message advising that you're eligible for those if you wish to enroll into them. Oh. If your... If you don't wish to enroll, you can just disregard it. Okay. Yeah, I, I declined that when I did my onboarding with, with the staffing group. Okay. Anything else? No, that's all I needed. I was just making sure, uh, that wasn't gonna be an issue, so... Yeah, it's like I said, it's just an automated message. It went out to every new hire to just e- let them know, "Hey, if you want insurance, you're eligible for it. If you don't-" I gotcha. "... don't worry about it." Okay. All right. Thank you. I appreciate that. You're welcome. Have a good day. You too. Bye-bye. Bye now.

### **Conversation Format**

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

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

Speaker speaker\_2: Um, hi, Chris. I am a employee with OnTrack Staffing-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... and I just received a message to enroll, I guess, within 30 days of my first pay. Um, was this regarding the insurance coverage or...

Speaker speaker\_1: Uh, yes, ma'am. This is for the health insurance through Oxford, or OnTrack, I mean.

Speaker speaker\_2: Oh, okay. Well, I declined the insurance in the beginning when I did my onboarding. Does y'all's information not reflect that?

Speaker speaker\_1: N- no. The, the message that you received is an... is just an automated message advising that you're eligible for those if you wish to enroll into them.

Speaker speaker\_2: Oh.

Speaker speaker\_1: If your... If you don't wish to enroll, you can just disregard it.

Speaker speaker\_2: Okay. Yeah, I, I declined that when I did my onboarding with, with the staffing group.

Speaker speaker\_1: Okay. Anything else?

Speaker speaker\_2: No, that's all I needed. I was just making sure, uh, that wasn't gonna be an issue, so...

Speaker speaker\_1: Yeah, it's like I said, it's just an automated message. It went out to every new hire to just e- let them know, "Hey, if you want insurance, you're eligible for it. If you don't-"

Speaker speaker\_2: I gotcha.

Speaker speaker\_1: "... don't worry about it."

Speaker speaker\_2: Okay. All right. Thank you. I appreciate that.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye now.