

Transcript: Chris Sofield

(deactivated)-4975566033305600-4896779404886016

Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Um, excuse me, um, I was calling for my... for my cousin, and then she... she... she don't listen like, uh, like, uh, great que- great English and then I just called because the... the last time this number was calling me about, like, I... I think Medicare, Medicaid, something like that. Okay, so we're a plan administrator for health insurance benefits for staffing companies. If there was any- Yeah. ... sort of contact regarding that, that's what, uh, uh... if that's what that would be about. Do you or... Do you work with a staffing company, sir? Yeah. Yes. Yes. No. Me, I don't... Uh, uh, not me, but my... my cousin does work on it and she don't- Okay, so she- ... she don't listen like... like... like a great... great English and then I just come to translate for her. Okay. So does your cousin work with a staffing company then? Yes, that's right. Okay. And what... And what's the name of the staffing company she works with? Hmm. That's Newly, N-O-O-L-Y. We do not work with a staffing company called Newly, so I'm not sure how... how you were contacted with our information to enroll into any insurance if you wish to do so, because we... we don't... we don't partner with that company at all. Oh, I don't... Oh, okay, thank you. But... Uh, but... but she's on... she's on Focus Agency. So is the staffing company Newly or is the staffing company Focus that she's currently working for? Oh, the staffing company is Focus. The... The Fo- Focus. But you... you telling me about the company... I'm... I'm confused, I'm sorry. The staffing company. Yeah, the staffing company is Focus. Okay. Focus Agency, yeah. Okay. And it... So, yeah, again, this is regarding health insurance benefits for Focus. For- Yes. ... Force Management. Is she looking to enroll- Okay. ... into health insurance from them? Yeah. She is? Okay. Yes, she is. All right. Let's see here. And what's the last four of her Social? Hmm. It's, um, 4910. And what's her first and last name? Uh, Evensika Joseph. And you said the last four of her Social was 4910? Yeah, 4910. Okay, there we go. All right. Yeah. And... Okay. And you said she's... uh, she is there for you to translate for her? Ye- ye- yeah. Um, she... uh, you... you want to listen her... her voice? The... I just need to confirm that. Um, can you just confirm, what is her... what is her current address and her date of birth? Uh, the... uh, her address is 539 East 27th Avenue, in Zachary, Missouri, ZIP code 64116, Apartment 1B. And, um, date of birth- Um, and his date of birth is, um, the 1st August 2005. Thank you. We have her phone number on file. It's 941-465-0522, is this correct? Yes. Okay. And did she have an idea of what she wanted to enroll into? Um, uh, you can explain me and then I translate for her. Okay. Well, what I'm... so, okay, Focus offers a couple of different options here. They offer, um, looks like five different medical policies, which cover vario- Mm-hmm. Uh, which cover various things. Uh, one of these is a preventative care only policy. It looks like it'll only cover things like physicals, vaccinations, ca- uh, cancer screenings, uh, and services like that. There are two- Okay. Wait, wait, wait, wait, wait, wait. One second. Okay? Yeah? Um- You... You can continue? So, okay, would it... Just

to... Just... Just a question, would it be easier if we emailed an information packet over that has all of this information as well? Kind of give you... like... let you both kind of look through it and be able to go through it at, like, your own pace? Okay. You... You... You're gonna give me a... Uh, you're gonna text me a email? It... We can email an information packet to the email address that is on file. It looks like maybe we have that as evensikaj@gmail.com. What? The- Can you repeat that for me? So we can send the information packet- Mm-hmm. ... to the email- Okay. ... address that is on file- Okay. ... for Miss Joseph, which we have- Oh, okay. ... that as evensikaj@gmail.com. Do you know if that's correct? Yeah, that's correct. Okay. So we'll go ahead and send it on over to that email address. This is coming from- Mm-hmm. ... info@benefitsinacard.com. If you don't see it in your inbox, just check the spam folder. It may have gotten filtered there. But give that a read through and then just, uh, once... once she has an idea of what she wants to enroll into, you guys can give us a call back and let us know at that point, okay? Okay, got you. All right. Anything else? No, that's all. Thank you. You're welcome. Thanks for calling and have a good day. Yeah, have a good day too. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Um, excuse me, um, I was calling for my... for my cousin, and then she... she... she don't listen like, uh, like, uh, great que- great English and then I just called because the... the last time this number was calling me about, like, I... I think Medicare, Medicaid, something like that.

Speaker speaker_0: Okay, so we're a plan administrator for health insurance benefits for staffing companies. If there was any-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... sort of contact regarding that, that's what, uh, uh... if that's what that would be about. Do you or... Do you work with a staffing company, sir?

Speaker speaker_1: Yeah. Yes. Yes. No. Me, I don't... Uh, uh, not me, but my... my cousin does work on it and she don't-

Speaker speaker_0: Okay, so she-

Speaker speaker_1: ... she don't listen like... like... like a great... great English and then I just come to translate for her.

Speaker speaker_0: Okay. So does your cousin work with a staffing company then?

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: Okay. And what... And what's the name of the staffing company she works with?

Speaker speaker_1: Hmm. That's Newly, N-O-O-L-Y.

Speaker speaker_0: We do not work with a staffing company called Newly, so I'm not sure how... how you were contacted with our information to enroll into any insurance if you wish to do so, because we... we don't... we don't partner with that company at all.

Speaker speaker_1: Oh, I don't... Oh, okay, thank you. But... Uh, but... but she's on... she's on Focus Agency.

Speaker speaker_0: So is the staffing company Newly or is the staffing company Focus that she's currently working for?

Speaker speaker_1: Oh, the staffing company is Focus. The... The Fo- Focus. But you... you telling me about the company... I'm... I'm confused, I'm sorry.

Speaker speaker_0: The staffing company.

Speaker speaker_1: Yeah, the staffing company is Focus.

Speaker speaker_0: Okay.

Speaker speaker_1: Focus Agency, yeah.

Speaker speaker_0: Okay. And it... So, yeah, again, this is regarding health insurance benefits for Focus. For-

Speaker speaker_1: Yes.

Speaker speaker_0: ... Force Management. Is she looking to enroll-

Speaker speaker_1: Okay.

Speaker speaker_0: ... into health insurance from them?

Speaker speaker_1: Yeah.

Speaker speaker_0: She is? Okay.

Speaker speaker_1: Yes, she is.

Speaker speaker_0: All right. Let's see here. And what's the last four of her Social?

Speaker speaker_1: Hmm. It's, um, 4910.

Speaker speaker_0: And what's her first and last name?

Speaker speaker_1: Uh, Evensika Joseph.

Speaker speaker_0: And you said the last four of her Social was 4910?

Speaker speaker_1: Yeah, 4910.

Speaker speaker_0: Okay, there we go. All right.

Speaker speaker_1: Yeah.

Speaker speaker_0: And... Okay. And you said she's... uh, she is there for you to translate for her?

Speaker speaker_1: Ye- ye- yeah. Um, she... uh, you... you want to listen her... her voice?

Speaker speaker_0: The... I just need to confirm that. Um, can you just confirm, what is her... what is her current address and her date of birth?

Speaker speaker_1: Uh, the... uh, her address is 539 East 27th Avenue, in Zachary, Missouri, ZIP code 64116, Apartment 1B. And, um, date of birth- Um, and his date of birth is, um, the 1st August 2005.

Speaker speaker_0: Thank you. We have her phone number on file. It's 941-465-0522, is this correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And did she have an idea of what she wanted to enroll into?

Speaker speaker_1: Um, uh, you can explain me and then I translate for her.

Speaker speaker_0: Okay. Well, what I'm... so, okay, Focus offers a couple of different options here. They offer, um, looks like five different medical policies, which cover vario-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, which cover various things. Uh, one of these is a preventative care only policy. It looks like it'll only cover things like physicals, vaccinations, ca- uh, cancer screenings, uh, and services like that. There are two-

Speaker speaker_1: Okay. Wait, wait, wait, wait, wait, wait. One second. Okay? Yeah?

Speaker speaker_0: Um-

Speaker speaker_1: You... You can continue?

Speaker speaker_0: So, okay, would it... Just to... Just... Just a question, would it be easier if we emailed an information packet over that has all of this information as well? Kind of give you... like... let you both kind of look through it and be able to go through it at, like, your own pace?

Speaker speaker_1: Okay. You... You... You're gonna give me a... Uh, you're gonna text me a email?

Speaker speaker_0: It... We can email an information packet to the email address that is on file. It looks like maybe we have that as evensikaj@gmail.com.

Speaker speaker_1: What?

Speaker speaker_0: The-

Speaker speaker_1: Can you repeat that for me?

Speaker speaker_0: So we can send the information packet-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to the email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... address that is on file-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for Miss Joseph, which we have-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... that as evensikaj@gmail.com. Do you know if that's correct?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Okay. So we'll go ahead and send it on over to that email address. This is coming from-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... info@benefitsinacard.com. If you don't see it in your inbox, just check the spam folder. It may have gotten filtered there. But give that a read through and then just, uh, once... once she has an idea of what she wants to enroll into, you guys can give us a call back and let us know at that point, okay?

Speaker speaker_1: Okay, got you.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: No, that's all. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling and have a good day.

Speaker speaker_1: Yeah, have a good day too. Okay.