

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card , this is Chris. How can I help you today? Yes, um, said I needed to call y'all 'cause I'm working through Megaforce. Okay, uh, yeah. We're the, we're the plan administrator for the health insurance benefits for Megaforce. Um, I know that their open enrollment ends, uh... Looks like their open enrollment has, has already ended, it looks like. Um, but you may be... Are you, like, a new hire with them, or...? Yeah, I don't n- But I don't need it because I... It says all I need is a- they cancel it or they're going to automatically enroll me in it. Oh, yeah. Okay, I do see that. Yep, Megaforce does automatically enroll new hires. So yeah, if you're not looking to enroll in any insurance from them, I'll need to get some information from you to access your, your file on our system to be able to offer it to you. Okay. Uh, what's the last four of your Social? Uh, 6206. Six... Six... And then your first and last name? Michael Hoager. All right. Michael, can you verify your address and your date of birth for me? Uh, 30210 Creek Ridge Country Road, Randleman, North Carolina 27317. Okay, and then the date of birth? Uh, 12/15/1977. Thank you. And then phone on file of 267-9544? Yeah. Got it. All right. I've got you opted out. You are good to go. Anything else? Uh, that's it. All right. Because, yeah, I have my own insur- I have my own insurance. I pay out-sourced. Oh, I understand. Outsourced my entire... Yeah. All right. No problem. All right, well, thank you. Well, if that's everything, no problem. Cool. Thanks for calling. Have a good one. You too. All right, bye now.

Conversation Format

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

Speaker speaker_1: Yes, um, said I needed to call y'all 'cause I'm working through Megaforce.

Speaker speaker_0: Okay, uh, yeah. We're the, we're the plan administrator for the health insurance benefits for Megaforce. Um, I know that their open enrollment ends, uh... Looks like their open enrollment has, has already ended, it looks like. Um, but you may be... Are you, like, a new hire with them, or...?

Speaker speaker_1: Yeah, I don't n- But I don't need it because I... It says all I need is a- they cancel it or they're going to automatically enroll me in it.

Speaker speaker_0: Oh, yeah. Okay, I do see that. Yep, Megaforce does automatically enroll new hires. So yeah, if you're not looking to enroll in any insurance from them, I'll need to get

some information from you to access your, your file on our system to be able to offer it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, what's the last four of your Social?

Speaker speaker_1: Uh, 6206.

Speaker speaker_0: Six... Six... And then your first and last name?

Speaker speaker_1: Michael Hoager.

Speaker speaker_0: All right. Michael, can you verify your address and your date of birth for me?

Speaker speaker_1: Uh, 30210 Creek Ridge Country Road, Randleman, North Carolina 27317.

Speaker speaker_0: Okay, and then the date of birth?

Speaker speaker_1: Uh, 12/15/1977.

Speaker speaker_0: Thank you. And then phone on file of 267-9544?

Speaker speaker_1: Yeah.

Speaker speaker_0: Got it. All right. I've got you opted out. You are good to go. Anything else?

Speaker speaker_1: Uh, that's it.

Speaker speaker_0: All right.

Speaker speaker_1: Because, yeah, I have my own insur- I have my own insurance. I pay out- outsourced.

Speaker speaker_0: Oh, I understand.

Speaker speaker_1: Outsourced my entire... Yeah. All right.

Speaker speaker_0: No problem.

Speaker speaker_1: All right, well, thank you.

Speaker speaker_0: Well, if that's everything, no problem.

Speaker speaker_1: Cool.

Speaker speaker_0: Thanks for calling. Have a good one.

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye now.