

Transcript: Chris Sofield

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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? How you doing? Uh, I got a text from you guys. Okay. And what did it say, sir? Uh, I don't know. It saying something about some money, but I already paid y'all, y'all money. Okay. So, we are an- we're a plan administrator for health insurance benefits for staffing companies. Are you sure it said something about money? Uh, it was saying something about payment. It say, um- Can you read it out for me? Yeah. There was a lapse in coverage in the last one or two weeks due to a missed payroll deduction. Okay. So, that is... Okay. So, it sounds like- Do you work with a staffing company, sir? No. Okay. So, then it sounds like your number was accidentally put down as someone else's phone number. You can just disregard that. Uh, so you can reply stop to that text message to opt out of any future ones. But yeah, it has nothing to do with you. Okay. Okay. All right. Thank... You're welcome. Have a good day. You too.

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: How you doing? Uh, I got a text from you guys.

Speaker speaker_1: Okay. And what did it say, sir?

Speaker speaker_2: Uh, I don't know. It saying something about some money, but I already paid y'all, y'all money.

Speaker speaker_1: Okay. So, we are an- we're a plan administrator for health insurance benefits for staffing companies. Are you sure it said something about money?

Speaker speaker_2: Uh, it was saying something about payment. It say, um-

Speaker speaker_1: Can you read it out for me?

Speaker speaker_2: Yeah. There was a lapse in coverage in the last one or two weeks due to a missed payroll deduction.

Speaker speaker_1: Okay. So, that is... Okay. So, it sounds like- Do you work with a staffing company, sir?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So, then it sounds like your number was accidentally put down as someone else's phone number. You can just disregard that. Uh, so you can reply stop to that text message to opt out of any future ones. But yeah, it has nothing to do with you.

Speaker speaker_2: Okay. Okay. All right. Thank...

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too.