Transcript: Chris Sofield (deactivated)-5287049018949632-6368654391197696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. This is . Uh, what do you do about Benefit with the Card? Benefits in a Card, we are a plan administrator for health insurance benefits for staffing companies. Oh, no. I already got my insur- I got insurance. I don't need that. Thank you, though. Y- you're welcome. I do have one quick question for you. Um- What is that? ... because some of the companies, uh, com- some of the companies that we partner with do have an automatic enrollment process. I just want to make sure that you're not with one of them. What staffing company do you work with? I work with, uh, Crown. Okay. They are one of the ones that have an automatic enrollment process, so if you don't want any insurance from them, I will need to get a little bit of information from you to just, uh, confirm and ensure that you don't get enrolled into anything. Um- Okay. To do that, I will need, like I said, some information to pull up your file in our system, starting with the last four of your Social. What'd you say? Uh, to do that, I'll need some information to locate your file in our system, starting with the last four of your Social. Okay. You ready to go? Uh, 60... hold on. 6523. You said 6523? Yes. Okay, and your first and last... Oh, sorry. You said that already, Ms. Hurt. All right. Mm-hmm. Um, Ms. Hurt, uh, what is... Uh, could you verify your address and your date of birth for me please? My address is 2506 Queen City Avenue, Apartment 5. Okay. And the, uh, city, state and zip for it? Oh. ƒ%$#%$#. What'd you say? Uh, the city, state and zip code for your address, ma'am. Okay. I'm sorry. The city is Cincinnati, Ohio. The zip code- Okay. ... 45238. Thank you. And then your date of birth, please? January 26th, 1959. Thank you. And then we have a phone number on file for you at 513-518-3836. Is that correct? Yes, yes. Okay. So, it is a good thing that we pulled this up, because it did look- Mm-hmm. ... like they had started that automatic enrollment process, but I was able to go ahead and stop that before it did anything. Good. So, you will not be enrolled into any coverage, and you shouldn't see any insurance premiums coming out of your check. Okay. Thank you so much. No problem. Was there anything else I could help you with? That would be all. You have a blessing day, okay? You as well, ma'am. Thank you for calling. Bye-bye now. Thank you. Bye-bye. Bye-bye. $%$#.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. This is . Uh, what do you do about Benefit with the Card?

Speaker speaker_1: Benefits in a Card, we are a plan administrator for health insurance benefits for staffing companies.

Speaker speaker_2: Oh, no. I already got my insur- I got insurance. I don't need that. Thank you, though.

Speaker speaker_1: Y- you're welcome. I do have one quick question for you. Um-

Speaker speaker_2: What is that?

Speaker speaker_1: ... because some of the companies, uh, com- some of the companies that we partner with do have an automatic enrollment process. I just want to make sure that you're not with one of them. What staffing company do you work with?

Speaker speaker_2: I work with, uh, Crown.

Speaker speaker_1: Okay. They are one of the ones that have an automatic enrollment process, so if you don't want any insurance from them, I will need to get a little bit of information from you to just, uh, confirm and ensure that you don't get enrolled into anything. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: To do that, I will need, like I said, some information to pull up your file in our system, starting with the last four of your Social.

Speaker speaker_2: What'd you say?

Speaker speaker_1: Uh, to do that, I'll need some information to locate your file in our system, starting with the last four of your Social.

Speaker speaker_2: Okay. You ready to go? Uh, 60... hold on. 6523.

Speaker speaker_1: You said 6523?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and your first and last... Oh, sorry. You said that already, Ms. Hurt. All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, Ms. Hurt, uh, what is... Uh, could you verify your address and your date of birth for me please?

Speaker speaker_2: My address is 2506 Queen City Avenue, Apartment 5.

Speaker speaker_1: Okay. And the, uh, city, state and zip for it?

Speaker speaker_3: Oh. ƒ%$#%$#.

Speaker speaker_2: What'd you say?

Speaker speaker_1: Uh, the city, state and zip code for your address, ma'am.

Speaker speaker_2: Okay. I'm sorry. The city is Cincinnati, Ohio. The zip code-

Speaker speaker_1: Okay.

Speaker speaker_2: ... 45238.

Speaker speaker_1: Thank you. And then your date of birth, please?

Speaker speaker_2: January 26th, 1959.

Speaker speaker_1: Thank you. And then we have a phone number on file for you at 513-518-3836. Is that correct?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Okay. So, it is a good thing that we pulled this up, because it did look-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... like they had started that automatic enrollment process, but I was able to go ahead and stop that before it did anything.

Speaker speaker_2: Good.

Speaker speaker_1: So, you will not be enrolled into any coverage, and you shouldn't see any insurance premiums coming out of your check.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: That would be all. You have a blessing day, okay?

Speaker speaker_1: You as well, ma'am. Thank you for calling. Bye-bye now.

Speaker speaker_2: Thank you. Bye-bye. Bye-bye.

Speaker speaker_3: $%$#.