

## 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? Hello. Um, oh, I, I, my name is Yong Su Kim. Uh, I want to... I'm hired with the, um, my company. How can I, uh, finish this, uh, medical insurance? So are you looking to enroll into insurance, ma'am? No, I want to finish. You want to... I don't know how... I don't know- ... finish. What do you mean by this? 'Cause there... Uh, 'cause, uh, I am... Uh, this, this medical, uh, this benefit, uh, this insurance, and 'cause I'm, uh, I'm not anymore work, work for this Carlton Staffing Agency. Okay. So you want to cancel the insurance, is that correct? Yeah, ca- Yeah. I'm sorry. Cancel. Okay. Okay, what, what's the last four of your social, ma'am? Uh, 1436. Okay. All right. Ms. Kim, uh, could you verify your address and date of birth for me? Uh, 14270 4th Road, Apartment 419, uh, Sugar Land, Texas, uh, 77498. And, uh, January 1st, 1980. Thank you. We have a... We have a phone on file of 345-0736. Is that correct? Yes. Okay. And you said that you're no longer with Carlton Staffing, correct? Yeah, 'cause, uh, I'm hired by different thing. Oh, oh, okay. So the reason I ask is because, um, normally while... Because there are restrictions associated with the insurance plans that only allow... That, uh, mean that you can't cancel if it's not open enrollment, which it's not currently open enrollment for Carlton Staffing right now. The fact that you're no longer with them does mean it's going to end up canceling on its own because there's no more deduction, there's no more paychecks from Carlton Staffing for them to try to deduct from. Uh, so I can't, I can't manually or I can't start the cancellation process for you, but if you're no longer with Carlton Staffing, it really doesn't matter because it's gonna cancel on its own anyway. And why, why is the Carl- Carlton Staffing, I called there and she, she talked to me. I need to call, call you. Uh, they, they, they would have... That, that is correct. They would have told you to give us a call for anything related to making any changes to your insurance. Yeah. Um, but, but I'm letting you to know due to restrictions associated with their plans, I can't cancel the insurance, but because you're no longer with them, it's gonna cancel on its own anyway. Uh, they automatically just cancel? It, it'll automatically cancel on its own because it... Because you're no longer with them, um, because what will happen is that there's no... There's nothing, there's nothing for them to try to deduct from to pay for the insurance premium. After four weeks of it not, of it not being paid because of a no, no deduction, it will cancel on its own. Oh. Yeah, uh, so... So, uh, so while... So at, so at... Really, if you're no longer with Carlton Staffing, you don't need to do anything because it's go- It's, it's just gonna fall off on its own. Oh, okay. Then there is a... Maybe this week I... Today is my paycheck day. Uh, maybe next week is not, not charged. So if... So today is, is today your last paycheck from Carlton Staffing? No, next week it is, so- So if next week's your... If next week's your last paycheck from Carlton Staffing, you may still see a deduction off of that check, providing one last week of coverage. Yeah. But whenever you

stop seeing checks from Carlton Staffing, then starting from that point, it... Yeah. Uh, because it... Because you're... There's n- There's no way for them to... 'Cause they don't, they don't charge you for the insurance premium, they take it out of your paycheck from Carlton. If you're not getting those, then they can't, then they can't, they can't pay the insurance premium. And if that happens, then it will, it will eventually cancel on its own. So you really don't need to do anything. Okay. And why isn't that lady, uh, she, she didn't say it's not paid or no? Because, because, because I, I, I really wouldn't be able to tell you. The only thing I can think of is that they've just... Automatically anything to do with insurance, they tell you to call us regardless of what it's about is the only thing I can think of. But that... But, yeah, just, just you don't need to do anything. It, it'll, it'll fall off on its own. Oh, okay. Yeah. Thank you. You're welcome. Thanks for calling and have a good day. Yeah. Bye bye. Mm-hmm. 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 on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hello. Um, oh, I, I, my name is Yong Su Kim. Uh, I want to... I'm hired with the, um, my company. How can I, uh, finish this, uh, medical insurance?

Speaker speaker\_1: So are you looking to enroll into insurance, ma'am?

Speaker speaker\_2: No, I want to finish.

Speaker speaker\_1: You want to...

Speaker speaker\_2: I don't know how... I don't know-

Speaker speaker\_1: ... finish. What do you mean by this?

Speaker speaker\_2: 'Cause there... Uh, 'cause, uh, I am... Uh, this, this medical, uh, this benefit, uh, this insurance, and 'cause I'm, uh, I'm not anymore work, work for this Carlton Staffing Agency.

Speaker speaker\_1: Okay. So you want to cancel the insurance, is that correct?

Speaker speaker\_2: Yeah, ca- Yeah. I'm sorry. Cancel.

Speaker speaker\_1: Okay. Okay, what, what's the last four of your social, ma'am?

Speaker speaker\_2: Uh, 1436.

Speaker speaker\_1: Okay. All right. Ms. Kim, uh, could you verify your address and date of birth for me?

Speaker speaker\_2: Uh, 14270 4th Road, Apartment 419, uh, Sugar Land, Texas, uh, 77498. And, uh, January 1st, 1980.

Speaker speaker\_1: Thank you. We have a... We have a phone on file of 345-0736. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you said that you're no longer with Carlton Staffing, correct?

Speaker speaker\_2: Yeah, 'cause, uh, I'm hired by different thing.

Speaker speaker\_1: Oh, oh, okay. So the reason I ask is because, um, normally while... Because there are restrictions associated with the insurance plans that only allow... That, uh, mean that you can't cancel if it's not open enrollment, which it's not currently open enrollment for Carlton Staffing right now. The fact that you're no longer with them does mean it's going to end up canceling on its own because there's no more deduction, there's no more paychecks from Carlton Staffing for them to try to deduct from. Uh, so I can't, I can't manually or I can't start the cancellation process for you, but if you're no longer with Carlton Staffing, it really doesn't matter because it's gonna cancel on its own anyway.

Speaker speaker\_2: And why, why is the Carl- Carlton Staffing, I called there and she, she talked to me. I need to call, call you.

Speaker speaker\_1: Uh, they, they, they would have... That, that is correct. They would have told you to give us a call for anything related to making any changes to your insurance.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, but, but I'm letting you to know due to restrictions associated with their plans, I can't cancel the insurance, but because you're no longer with them, it's gonna cancel on its own anyway.

Speaker speaker\_2: Uh, they automatically just cancel?

Speaker speaker\_1: It, it'll automatically cancel on its own because it... Because you're no longer with them, um, because what will happen is that there's no... There's nothing, there's nothing for them to try to deduct from to pay for the insurance premium. After four weeks of it not, of it not being paid because of a no, no deduction, it will cancel on its own.

Speaker speaker\_2: Oh. Yeah, uh, so...

Speaker speaker\_1: So, uh, so while... So at, so at... Really, if you're no longer with Carlton Staffing, you don't need to do anything because it's go- It's, it's just gonna fall off on its own.

Speaker speaker\_2: Oh, okay. Then there is a... Maybe this week I... Today is my paycheck day. Uh, maybe next week is not, not charged.

Speaker speaker\_1: So if... So today is, is today your last paycheck from Carlton Staffing?

Speaker speaker\_2: No, next week it is, so-

Speaker speaker\_1: So if next week's your... If next week's your last paycheck from Carlton Staffing, you may still see a deduction off of that check, providing one last week of coverage.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: But whenever you stop seeing checks from Carlton Staffing, then starting from that point, it...

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Uh, because it... Because you're... There's n- There's no way for them to... 'Cause they don't, they don't charge you for the insurance premium, they take it out of your paycheck from Carlton. If you're not getting those, then they can't, then they can't, they can't pay the insurance premium. And if that happens, then it will, it will eventually cancel on its own. So you really don't need to do anything.

Speaker speaker\_2: Okay. And why isn't that lady, uh, she, she didn't say it's not paid or no?

Speaker speaker\_1: Because, because, because I, I, I really wouldn't be able to tell you. The only thing I can think of is that they've just... Automatically anything to do with insurance, they tell you to call us regardless of what it's about is the only thing I can think of. But that... But, yeah, just, just you don't need to do anything. It, it'll, it'll fall off on its own.

Speaker speaker\_2: Oh, okay. Yeah. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: Yeah. Bye bye.

Speaker speaker\_1: Mm-hmm. Bye now.