

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi. I was just wondering how to... about getting, um, a plan, like insurance. Okay. Um, what staffing company do you work with? Um, MAU Solutions. And, and the last four of your Social? 3349. Thank you. Your first and last name? Ruby, last name's McCrary. Thank you, Ms. McCrary. Could you verify your address and your date of birth for me? 20... 2243 North Highway 89, Number 31, Pleasant View, Utah 84404. And what was the la- other thing you said? Uh, your date of birth. 01/08/71. Thank you. We have a phone number on file of 298-9688. Is that correct? Yes. All right. One moment. Yeah. In fact, the flyer they gave to me when I started, but I cannot find it. I understand. Um, let me check something on your file here real quick. Do you mind holding for just a moment? Okay. Thank you. And Ms. McCrary? Yes. Okay, thank you for holding. I appreciate your patience. I was checking, um, your file for eligibility to enroll in the insurance benefits, um, because it looks like our system only shows that there was... that there's a single hire date on file, and it's from 2018, um, had, uh... assume you've left them and you haven't come back to work with them, or have you been with them since then? No, no, no. I just started with them last week. Okay. All right, because we don't have that hire date information, the system is only running off of the, uh, the old, like, eight, like, seven years ago hire date, meaning that it's stating that you're not eligible for insurance benefits. I'll have to send your file over to our eligibility team to confirm your eligibility to be able to enroll in the insurance, just because our system doesn't have that automatically entered in. Um, that'll take about a day or two. Uh, so we'll have to do that before we can move forward with any enrollment. In the meantime, did you have an idea of what you wanted to enroll into, or did you need some information on what MAU offers? Yeah, what they offer, because like I said, I want... I... of course, I want the best, but for right now, I just started, and I'm temp, you know? No, I understand. I don't want any... I don't want, like, a whole ch- check going to it, you know? I understand. So yeah, like I said, we'll have to do the eligibility review to see... to just make sure that, that we can go ahead and get you enrolled, just again, confirm, like, confirm the information in the system. Um, in the meantime, I'm going to email you an information packet that goes over the plans that MAU offers. That way, you can kind of review that, and then once that, once that review's been done, like I said, should take about a day or two, we'll give you a call back, and we should be able to proceed from there. Um- Okay. ... can, can you confirm we have your email as rubymccrary14@gmail.com? Yes. All right. I'm sending this information packet to you. It's coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give that a read through, and then like I said, you'll hear back from us within a day or two, uh, to be able to move forward with that enrollment, okay? All right. Thank you. No problem. Was there anything else I could help with for right now? Nope. That's everything. All right. Thanks again

for calling. You have a wonderful day. You too. Thank you. Bye, now.

## 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: Hi. I was just wondering how to... about getting, um, a plan, like insurance.

Speaker speaker\_0: Okay. Um, what staffing company do you work with?

Speaker speaker\_1: Um, MAU Solutions.

Speaker speaker\_0: And, and the last four of your Social?

Speaker speaker\_1: 3349.

Speaker speaker\_0: Thank you. Your first and last name?

Speaker speaker\_1: Ruby, last name's McCrary.

Speaker speaker\_0: Thank you, Ms. McCrary. Could you verify your address and your date of birth for me?

Speaker speaker\_1: 20... 2243 North Highway 89, Number 31, Pleasant View, Utah 84404. And what was the la- other thing you said?

Speaker speaker\_0: Uh, your date of birth.

Speaker speaker\_1: 01/08/'71.

Speaker speaker\_0: Thank you. We have a phone number on file of 298-9688. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. One moment.

Speaker speaker\_1: Yeah. In fact, the flyer they gave to me when I started, but I cannot find it.

Speaker speaker\_0: I understand. Um, let me check something on your file here real quick. Do you mind holding for just a moment?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you. And Ms. McCrary?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, thank you for holding. I appreciate your patience. I was checking, um, your file for eligibility to enroll in the insurance benefits, um, because it looks like our

system only shows that there was... that there's a single hire date on file, and it's from 2018, um, had, uh... assume you've left them and you haven't come back to work with them, or have you been with them since then?

Speaker speaker\_1: No, no, no. I just started with them last week.

Speaker speaker\_0: Okay. All right, because we don't have that hire date information, the system is only running off of the, uh, the old, like, eight, like, seven years ago hire date, meaning that it's stating that you're not eligible for insurance benefits. I'll have to send your file over to our eligibility team to confirm your eligibility to be able to enroll in the insurance, just because our system doesn't have that automatically entered in. Um, that'll take about a day or two. Uh, so we'll have to do that before we can move forward with any enrollment. In the meantime, did you have an idea of what you wanted to enroll into, or did you need some information on what MAU offers?

Speaker speaker\_1: Yeah, what they offer, because like I said, I want... I... of course, I want the best, but for right now, I just started, and I'm temp, you know?

Speaker speaker\_0: No, I understand.

Speaker speaker\_1: I don't want any... I don't want, like, a whole ch- check going to it, you know?

Speaker speaker\_0: I understand. So yeah, like I said, we'll have to do the eligibility review to see... to just make sure that, that we can go ahead and get you enrolled, just again, confirm, like, confirm the information in the system. Um, in the meantime, I'm going to email you an information packet that goes over the plans that MAU offers. That way, you can kind of review that, and then once that, once that review's been done, like I said, should take about a day or two, we'll give you a call back, and we should be able to proceed from there. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... can, can you confirm we have your email as rubymcrary14@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I'm sending this information packet to you. It's coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give that a read through, and then like I said, you'll hear back from us within a day or two, uh, to be able to move forward with that enrollment, okay?

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: No problem. Was there anything else I could help with for right now?

Speaker speaker\_1: Nope. That's everything.

Speaker speaker\_0: All right. Thanks again for calling. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Bye, now.