

## 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? Hey, Chris. How you doing? I'm doing all right, sir. How about yourself? I'm doing all right. Uh, I'm trying to enroll in these benefits and I don't know if it's going through or not. I just want to see if you could check for me. Okay. What staffing company do you work with? Uh, Oxford. And the last four of your social? 0711. Okay. Do you guys just specialize in working with staffing companies? Yes. Genius. Genius. And that... Is that why it's so cheap compared to other staffing companies I've been with? Uh, unfortunately, I wouldn't know the answer to that kind of question. I'm just customer service, sir. Man, I love, I love business, man. I love when people fill a niche. And, like, yeah, anyways, pretty cool. All right, sir. And then, um- . Uh, what's your first and last name? Nathan McCoy. All right. Mr. McCoy, could you verify your address and your date of birth for me? Yeah. 124 Rocky Cove Lane, Dickinson, Texas 77539. Um, February 17th, 1981. We seem to have an address in Louisiana. Oh. Yeah, in, in Springfield. That's fine. Um, that is 23317 Cypress Cove, CV, um, Cove is... Um, I always say that Cove is CV. It's more of a street. Anyways, Springfield, Louisiana 70462. Okay. Does it need to stay as the Louisiana address or do we need to- No. ... update that to Texas? Louisiana's fine. Louis-, Louisiana is fine. All right. Okay. And then we have a phone number on file for you. It's 210-705-9807. Is that correct? That's it. All right. I'm showing it looks like... Yes, sir. I show an o- an enrollment entered in online. Looks for, let's see here, medical, dental, vision, life insurance for you and the family, and then short-term disability for just yourself. Well, good. Um, okay. Uh, when did it, when does it pull out? Did I do it today or last week? Uh, looks like... I see, I see it looks like there were a couple of, um, attempts to do it on Friday. Um, looks like you did, you were doing some things with, with the account on Friday. And then... But, like, the most recent enrollment, which is the one I just read off, was entered in, uh, today, like just about a minute or so ago. Yeah. Yeah. I was like, "Is it in or not?" Because... Okay. So it, and it, it should be coming out of my paycheck this week? Uh, no, it won't be this week. It takes, it takes about a week or two for everything to process. Um, so you, you probably won't see it in effect until, uh, earliest. Earliest that the policy could go into effect, uh, looks like January 6th. So the week before that is when you should start, when you should see that first deduction. Okay. All right. And then when can, when can we use the benefits? Uh, so once the policy is effective, it is usable. Um, now while it does take some time for ID cards to show up, typically a week or two after effective date, um, if you need to use the c- the policy after it's effective but before you receive the ID cards, you can always have the, um... You can always, uh, either call us to see if there's a digital copy of the card available or have the provider call us to verify eligibility. Okay. All right. And, and, um, yeah. I'm just looking to schedule a yearly teeth cleaning, whatever's, um, so I just wanna... That's really what I'm looking at. And all that stuff is free, right? The,

the... on that? The, the, uh, the enrollment is free? No, that's all right. I, I got it. I appreciate it, man. Uh, no, 'cause I... No, I was asking, like, is, is that what you're asking to see- No. ... if- No, no, no. It's... I mean, I, I already know the answer. I'm pretty sure I read it, so it's, it's all good. I... It's all good. All right, sir. All right, then. Uh, was there anything else I could help you with? No. I appreciate it. No problem. Thanks again for calling and have a wonderful day. You as well. 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: Hey, Chris. How you doing?

Speaker speaker\_1: I'm doing all right, sir. How about yourself?

Speaker speaker\_2: I'm doing all right. Uh, I'm trying to enroll in these benefits and I don't know if it's going through or not. I just want to see if you could check for me.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, Oxford.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 0711.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Do you guys just specialize in working with staffing companies?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Genius. Genius. And that... Is that why it's so cheap compared to other staffing companies I've been with?

Speaker speaker\_1: Uh, unfortunately, I wouldn't know the answer to that kind of question. I'm just customer service, sir.

Speaker speaker\_2: Man, I love, I love business, man. I love when people fill a niche. And, like, yeah, anyways, pretty cool.

Speaker speaker\_1: All right, sir. And then, um-

Speaker speaker\_2: .

Speaker speaker\_1: Uh, what's your first and last name?

Speaker speaker\_2: Nathan McCoy.

Speaker speaker\_1: All right. Mr. McCoy, could you verify your address and your date of birth for me?

Speaker speaker\_2: Yeah. 124 Rocky Cove Lane, Dickinson, Texas 77539. Um, February 17th, 1981.

Speaker speaker\_1: We seem to have an address in Louisiana.

Speaker speaker\_2: Oh. Yeah, in, in Springfield. That's fine. Um, that is 23317 Cypress Cove, CV, um, Cove is... Um, I always say that Cove is CV. It's more of a street. Anyways, Springfield, Louisiana 70462.

Speaker speaker\_1: Okay. Does it need to stay as the Louisiana address or do we need to-

Speaker speaker\_2: No.

Speaker speaker\_1: ... update that to Texas?

Speaker speaker\_2: Louisiana's fine. Louis-, Louisiana is fine.

Speaker speaker\_1: All right. Okay. And then we have a phone number on file for you. It's 210-705-9807. Is that correct?

Speaker speaker\_2: That's it.

Speaker speaker\_1: All right. I'm showing it looks like... Yes, sir. I show an o- an enrollment entered in online. Looks for, let's see here, medical, dental, vision, life insurance for you and the family, and then short-term disability for just yourself.

Speaker speaker\_2: Well, good. Um, okay. Uh, when did it, when does it pull out? Did I do it today or last week?

Speaker speaker\_1: Uh, looks like... I see, I see it looks like there were a couple of, um, attempts to do it on Friday. Um, looks like you did, you were doing some things with, with the account on Friday. And then... But, like, the most recent enrollment, which is the one I just read off, was entered in, uh, today, like just about a minute or so ago.

Speaker speaker\_2: Yeah. Yeah. I was like, "Is it in or not?" Because... Okay. So it, and it, it should be coming out of my paycheck this week?

Speaker speaker\_1: Uh, no, it won't be this week. It takes, it takes about a week or two for everything to process. Um, so you, you probably won't see it in effect until, uh, earliest. Earliest that the policy could go into effect, uh, looks like January 6th. So the week before that is when you should start, when you should see that first deduction.

Speaker speaker\_2: Okay. All right. And then when can, when can we use the benefits?

Speaker speaker\_1: Uh, so once the policy is effective, it is usable. Um, now while it does take some time for ID cards to show up, typically a week or two after effective date, um, if you need to use the c- the policy after it's effective but before you receive the ID cards, you can always have the, um... You can always, uh, either call us to see if there's a digital copy of the card available or have the provider call us to verify eligibility.

Speaker speaker\_2: Okay. All right. And, and, um, yeah. I'm just looking to schedule a yearly teeth cleaning, whatever's, um, so I just wanna... That's really what I'm looking at. And all that stuff is free, right? The, the... on that?

Speaker speaker\_1: The, the, uh, the enrollment is free?

Speaker speaker\_2: No, that's all right. I, I got it. I appreciate it, man.

Speaker speaker\_1: Uh, no, 'cause I... No, I was asking, like, is, is that what you're asking to see-

Speaker speaker\_2: No.

Speaker speaker\_1: ... if-

Speaker speaker\_2: No, no, no. It's... I mean, I, I already know the answer. I'm pretty sure I read it, so it's, it's all good. I... It's all good.

Speaker speaker\_1: All right, sir. All right, then. Uh, was there anything else I could help you with?

Speaker speaker\_2: No. I appreciate it.

Speaker speaker\_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You as well.

Speaker speaker\_1: Bye now.