

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 in a Card, this is Chris. How can I help you today? Yes, my name is Michael Jones, and I was wantin' to make sure that I'm, uh, registered for health and, uh, dental and vision insurance. Okay. What staffing company do you work with, sir? Uh, American Staffs, Incorporated. All right. And the last four of your Social? 4841. Thank you. All right, Mr. Jones, could you verify your address and your date of birth for me, please? 204 West Dallas Street, Mount Vernon, Missouri, 65712. And did you say my birthday? Uh, yes, sir. Uh, June 17th, 1971. All right. I'm showing we have a phone on file for you at 417-229-7124, is that correct? Yep. All right, let's see here. Uh, looks like... Yeah, looks like we, we have an active enrollment for the VIP Plus medical plan along with dental and vision for you and looks like two children. Um, we're just waiting on American Staff Corps to start taking those deductions. Okay. Once they start that, your policy should be effective the following Monday. Okay. Well, I got a phone call from you guys saying that you need to get it done before the 20th, so I was like... Well, I thought I did, but I wanted to make sure. Yeah, so that, that's just advising about American Staff Corps's open enrollment ending on the 20th. Um, but you, you had already set, uh... Looks like you had already enrolled some time, uh, back in November. Yeah. Yep. So yeah, it was, it was just a reminder to everyone at American Staff Corps that, hey, if you haven't enrolled, the time to do so is closing. But you, sir, are good to go. Okay. Uh, thank you much, sir. No problem. Anything else? Nope, that'll be it. I appreciate it. Yes, sir. Thanks again for calling and have a wonderful day. You too. Bye-bye. All right. Mm, 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, my name is Michael Jones, and I was wantin' to make sure that I'm, uh, registered for health and, uh, dental and vision insurance.

Speaker speaker_1: Okay. What staffing company do you work with, sir?

Speaker speaker_2: Uh, American Staffs, Incorporated.

Speaker speaker_1: All right. And the last four of your Social?

Speaker speaker_2: 4841.

Speaker speaker_1: Thank you. All right, Mr. Jones, could you verify your address and your date of birth for me, please?

Speaker speaker_2: 204 West Dallas Street, Mount Vernon, Missouri, 65712. And did you say my birthday?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_2: Uh, June 17th, 1971.

Speaker speaker_1: All right. I'm showing we have a phone on file for you at 417-229-7124, is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right, let's see here. Uh, looks like... Yeah, looks like we, we have an active enrollment for the VIP Plus medical plan along with dental and vision for you and looks like two children. Um, we're just waiting on American Staff Corps to start taking those deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: Once they start that, your policy should be effective the following Monday.

Speaker speaker_2: Okay. Well, I got a phone call from you guys saying that you need to get it done before the 20th, so I was like... Well, I thought I did, but I wanted to make sure.

Speaker speaker_1: Yeah, so that, that's just advising about American Staff Corps's open enrollment ending on the 20th. Um, but you, you had already set, uh... Looks like you had already enrolled some time, uh, back in November.

Speaker speaker_2: Yeah.

Speaker speaker_1: Yep. So yeah, it was, it was just a reminder to everyone at American Staff Corps that, hey, if you haven't enrolled, the time to do so is closing. But you, sir, are good to go.

Speaker speaker_2: Okay. Uh, thank you much, sir.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Nope, that'll be it. I appreciate it.

Speaker speaker_1: Yes, sir. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right. Mm, bye now.