

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? Um, yes, uh, I've been trying to get a hold of you guys. I've been talking to people left and right. They told me to send me to you. I want to know if I have benefits, 'cause I don't know if I'm covered or not. Okay. What staffing company do you work with? I work with, uh, Partners Personnel. Okay, and the last four of your Social? 2267. Thank you. Your first and last name? Lupen Montongo. All right, sir. Could you verify your address and date of birth for me please? Uh, my date of birth, yeah, and my address, I got a new one, I just gave it to the lady right now. My date of birth is 4/4/70. My old address was, uh, I can't remember if it was 1528 Daisy Drive or 1228 Daisy Drive, I can't remember. Okay. That's not the one that we have on file. Then which one do you have? Bullfinch? 1228 Bullfinch Drive? No, sir. Well, do you have my, my, the one right now? 318 South 6th Street. That, that's what we have. Can you verify the rest of it, sir? South 6th Street, Patterson, California 95363. Thank you. All right, and then we have a phone on file of 216-6701. No, it's a new number also. It's, uh, 216-6701. Mm-hmm. Okay, um, that's what we already have on file, and I believe that's what I read out, so I'm not sure if something got misheard somewhere. Um, let me see here. Okay. Uh, no, sir, I'm not showing that you're currently enrolled in any insurance. And why not? I mean, so if I get hurt at work, I... there's nothing covering me or what? Uh, looks like there was never any sort of request for enrollment. No enrollment form, no call during open enrollment to enroll. You're, you're not enrolled. Uh, I was, I wasn't, I wasn't aware of enrollment or anything when the days were, nothing. So, I mean, I just got a toothache and I need to go to the dentist, and I exactly like called you guys to see if I was covered or not. Right. Well, I do know that Partners Personnel, when they held their open enrollment, um, they, they should have informed everyone regarding when open enrollment was. If they did not, you might want to talk to them about that. But at this, at this time, you're not currently enrolled. Well, they, they said- At this, at this time you're not currently enrolled. They said they did, they just posted it somewhere, but I never go by that spot where they post it at, so I didn't get to see it. I mean, I'm sorry, sir, but I can't. There's any way we could get the enrollment started? I'm sorry, sir but I can't. You're not supposed to... There's no enrollment to get started that can enroll in nothing? At this moment, the only way for you to enroll is if you had a qualified life event, something like moving or an error on a, from another insurance company within, like, the last 30 days. At this moment, the only way for you to enroll is if you had a qualified life event, something like moving or an error from, from another insurance company within, like, the last 30 days. No. All right then, man. Thank you, guys. I mean, it's not your fault company sucks. All right. Thanks again for calling and have a good day. All right. Thanks again for call-

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: Um, yes, uh, I've been trying to get a hold of you guys. I've been talking to people left and right. They told me to send me to you. I want to know if I have benefits, 'cause I don't know if I'm covered or not.

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

Speaker speaker_2: I work with, uh, Partners Personnel.

Speaker speaker_1: Okay, and the last four of your Social?

Speaker speaker_2: 2267.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Lupen Montongo.

Speaker speaker_1: All right, sir. Could you verify your address and date of birth for me please?

Speaker speaker_2: Uh, my date of birth, yeah, and my address, I got a new one, I just gave it to the lady right now. My date of birth is 4/4/70. My old address was, uh, I can't remember if it was 1528 Daisy Drive or 1228 Daisy Drive, I can't remember.

Speaker speaker_1: Okay. That's not the one that we have on file.

Speaker speaker_2: Then which one do you have? Bullfinch? 1228 Bullfinch Drive?

Speaker speaker_1: No, sir.

Speaker speaker_2: Well, do you have my, my, the one right now? 318 South 6th Street.

Speaker speaker_1: That, that's what we have. Can you verify the rest of it, sir?

Speaker speaker_2: South 6th Street, Patterson, California 95363.

Speaker speaker_1: Thank you. All right, and then we have a phone on file of 216-6701.

Speaker speaker_2: No, it's a new number also. It's, uh, 216-6701.

Speaker speaker_1: Mm-hmm. Okay, um, that's what we already have on file, and I believe that's what I read out, so I'm not sure if something got misheard somewhere. Um, let me see here.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, no, sir, I'm not showing that you're currently enrolled in any insurance.

Speaker speaker_2: And why not? I mean, so if I get hurt at work, I... there's nothing covering me or what?

Speaker speaker_1: Uh, looks like there was never any sort of request for enrollment. No enrollment form, no call during open enrollment to enroll. You're, you're not enrolled.

Speaker speaker_2: Uh, I was, I wasn't, I wasn't aware of enrollment or anything when the days were, nothing. So, I mean, I just got a toothache and I need to go to the dentist, and I exactly like called you guys to see if I was covered or not.

Speaker speaker_1: Right. Well, I do know that Partners Personnel, when they held their open enrollment, um, they, they should have informed everyone regarding when open enrollment was. If they did not, you might want to talk to them about that. But at this, at this time, you're not currently enrolled.

Speaker speaker_2: Well, they, they said-

Speaker speaker_0: At this, at this time you're not currently enrolled.

Speaker speaker_2: They said they did, they just posted it somewhere, but I never go by that spot where they post it at, so I didn't get to see it.

Speaker speaker_1: I mean, I'm sorry, sir, but I can't.

Speaker speaker_0: There's any way we could get the enrollment started?

Speaker speaker_1: I'm sorry, sir but I can't. You're not supposed to...

Speaker speaker_2: There's no enrollment to get started that can enroll in nothing?

Speaker speaker_1: At this moment, the only way for you to enroll is if you had a qualified life event, something like moving or an error on a, from another insurance company within, like, the last 30 days.

Speaker speaker_0: At this moment, the only way for you to enroll is if you had a qualified life event, something like moving or an error from, from another insurance company within, like, the last 30 days.

Speaker speaker_2: No. All right then, man. Thank you, guys. I mean, it's not your fault company sucks.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_0: All right. Thanks again for call-