

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card. This is Chris, how can I help you today? Hey, Chris. Uh, my name is Sherry. How are you doing today? Doing all right, ma'am. And yourself? I'm great. I received, uh, a text message, um... because... and I didn't get the email from Norse, but they... I think they sent me it, but it, it came from a, it came from a link. Uh, it... I wasn't, wasn't able to open it yesterday, but I was able to open it today, uh, for the Benefits, Benefit Card. Can you explain this to me before I kind of get into the, the website and figure out that I don't know what, what I'm doing- Yeah. So- ... or why I'm doing it? Yeah. So, um... Yeah, Norse Staffing have just recently partnered with us to offer health insurance benefits. Oh, okay. Um, so yeah, so that's what this is about. And they should have sent you, like, some... an, an open enrollment packet that goes over the plans available, gives an idea of what kind of coverages, uh, that you're, you're able to enroll into if you wish to do so. If you're not looking for any health insurance from them though, you can just disregard it. Okay. Actually, well, I'm older, so I have Medicare, so I probably wouldn't even be eligible. Yeah. So, um, as far as I'm a-... so far as I'm aware, eligibility for this is not really dictated by if you have coverage elsewhere or anything like that. Oh, okay. Um, it's just as long as you're working through Norse Staffing. But again, if, if, if you feel like you're... I mean, it's not really worth it for you as far as maybe like your coverage or your current coverage is good enough or anything like that, I guess you can just disregard it if you don't feel like you need the benefits from Norse. Okay. Well, I'll check it out and, uh, see what it is. Maybe I should go to the office or I'll give them a call, um, and, um, and see. But somehow, I just probably missed, you know, missed some kind of communication with them. So I appreciate it. All right. Well, this, this is new. This is good. I appreciate it. This is great. You're welcome. I feel a lot- You're welcome. ... of happy. All right. Well, have a good day. You, you too. Thanks for calling. Bye-bye now. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris, how can I help you today?

Speaker speaker_1: Hey, Chris. Uh, my name is Sherry. How are you doing today?

Speaker speaker_0: Doing all right, ma'am. And yourself?

Speaker speaker_1: I'm great. I received, uh, a text message, um... because... and I didn't get the email from Norse, but they... I think they sent me it, but it, it came from a, it came from a

link. Uh, it... I wasn't, wasn't able to open it yesterday, but I was able to open it today, uh, for the Benefits, Benefit Card. Can you explain this to me before I kind of get into the, the website and figure out that I don't know what, what I'm doing-

Speaker speaker_0: Yeah. So-

Speaker speaker_1: ... or why I'm doing it?

Speaker speaker_0: Yeah. So, um... Yeah, Norse Staffing have just recently partnered with us to offer health insurance benefits.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, so yeah, so that's what this is about. And they should have sent you, like, some... an, an open enrollment packet that goes over the plans available, gives an idea of what kind of coverages, uh, that you're, you're able to enroll into if you wish to do so. If you're not looking for any health insurance from them though, you can just disregard it.

Speaker speaker_1: Okay. Actually, well, I'm older, so I have Medicare, so I probably wouldn't even be eligible.

Speaker speaker_0: Yeah. So, um, as far as I'm a-... so far as I'm aware, eligibility for this is not really dictated by if you have coverage elsewhere or anything like that.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, it's just as long as you're working through Norse Staffing. But again, if, if, if you feel like you're... I mean, it's not really worth it for you as far as maybe like your coverage or your current coverage is good enough or anything like that, I guess you can just disregard it if you don't feel like you need the benefits from Norse.

Speaker speaker_1: Okay. Well, I'll check it out and, uh, see what it is. Maybe I should go to the office or I'll give them a call, um, and, um, and see. But somehow, I just probably missed, you know, missed some kind of communication with them. So I appreciate it.

Speaker speaker_0: All right.

Speaker speaker_1: Well, this, this is new. This is good. I appreciate it. This is great.

Speaker speaker_0: You're welcome.

Speaker speaker_1: I feel a lot-

Speaker speaker_0: You're welcome.

Speaker speaker_1: ... of happy.

Speaker speaker_0: All right.

Speaker speaker_1: Well, have a good day.

Speaker speaker_0: You, you too. Thanks for calling.

Speaker speaker_1: Bye-bye now.

Speaker speaker_0: Bye now.