

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? Hi, Chris. Um, I was told by my agency that I would have to call to unenroll. Okay. What staffing company do you work with? Creative Circle. And last four of your Social? Um, six, nine, nine, two. Okay. And your first and last name? Shanika Smith. Okay, one moment. All right, Ms. Smith, it doesn't look like we have a ph- uh, file on our system for you. Um, and you said you were told to call this number to cancel coverage? Yes. All right. Uh, with us not having a file, that means that we don't have any sort of enrollment for you at all, and Creative Circle doesn't do any sort of automatic enrollment. So, um, um, h- did you, like, fill out a form or something and d- Like, I've been using... I've been using their stuff for dentistry and opticals the past three years. So, I don't know. Okay. Um, that sounds like something you might want to talk to Creative Circle directly about because... Yeah, we, we don't have a file on our system for you. Okay. You did say the last four of your Social was six, nine, nine, two, right? Hold on. Let me type it out. I'll c- c- give it to you to type it out versus say it out loud, hold on. Okay. Yeah, it's six, nine, nine, two. Okay. Yeah. We don't, we don't- I got it. ... have a file for you. So, uh, whatever dentist coverage you have through Creative Circle, I'm not sure what that is, you might want to talk to them and see if they have any, like, any sort of administrator for dental coverage anywhere other than us. Okay. Yeah. I will email them back and let them know. All right then. Anything else? That's it. Thank you. You're welcome. Thanks for calling. Have a good day. You too. Bye.

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: Hi, Chris. Um, I was told by my agency that I would have to call to unenroll.

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

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And last four of your Social?

Speaker speaker_2: Um, six, nine, nine, two.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Shanika Smith.

Speaker speaker_1: Okay, one moment. All right, Ms. Smith, it doesn't look like we have a ph-uh, file on our system for you. Um, and you said you were told to call this number to cancel coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Uh, with us not having a file, that means that we don't have any sort of enrollment for you at all, and Creative Circle doesn't do any sort of automatic enrollment. So, um, um, h- did you, like, fill out a form or something and d-

Speaker speaker_2: Like, I've been using... I've been using their stuff for dentistry and opticals the past three years. So, I don't know.

Speaker speaker_1: Okay. Um, that sounds like something you might want to talk to Creative Circle directly about because... Yeah, we, we don't have a file on our system for you.

Speaker speaker_2: Okay.

Speaker speaker_1: You did say the last four of your Social was six, nine, nine, two, right?

Speaker speaker_2: Hold on. Let me type it out. I'll c- c- give it to you to type it out versus say it out loud, hold on.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, it's six, nine, nine, two.

Speaker speaker_1: Okay. Yeah. We don't, we don't-

Speaker speaker_2: I got it.

Speaker speaker_1: ... have a file for you. So, uh, whatever dentist coverage you have through Creative Circle, I'm not sure what that is, you might want to talk to them and see if they have any, like, any sort of administrator for dental coverage anywhere other than us.

Speaker speaker_2: Okay. Yeah. I will email them back and let them know.

Speaker speaker_1: All right then. Anything else?

Speaker speaker_2: That's it. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling. Have a good day.

Speaker speaker_2: You too. Bye.