

Transcript: Chris Sofield

(deactivated)-5752426295934976-5337284437557248

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? I'm just... giving a call back. Okay. This is Mike. Okay. Was there any sort of, like voice message left or anything like that? A missed call. A... Okay, so just a missed call, no voicemail or no... nothing else? No. Okay. Um, so we're a plan administrator for health insurance benefits for staffing companies, if we tried to get in contact with you, that's what that would be about. Do you work with a staffing company, sir? Um, yeah, I think the Resource. Yeah, okay. Yeah, that's the staffing company that we partner with. Uh, let me pull up your file and see if there's any notes on what that call would be about. What's the last four of your Social? 9328. And your last name, sir? P-U-S-H-I-A. Pushia. All right. Well, Pushia, could you verify your address and your date of birth for me please? Um, 225 West Vandela. May 7th, 1998. Okay. And the rest of the address, the city, state and zip as well? Uh, Greenville, North Carolina, 27405. Thank you. We have a phone on file 336-317-4690, is that correct? Yeah. Okay. Let's see here. Okay. So, what it was about, um, looks like you had filled out a health insurance enrollment form with the Resource company, um, stating that you wanted to enroll in the insurance, but then you never actually enrolled into any insurance, you never selected any plans to enroll into. We were just trying to reach out to see if you truly were looking to enroll in the insurance from them or not. Um, well, no, at the moment. All right, sir. Yeah. It looks like that's all that was about. Was there anything else I can help you with? No, ma... No, sir. All right. Well, if that's everything, thanks again for calling and have a good day. Okay. 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: I'm just... giving a call back.

Speaker speaker_1: Okay.

Speaker speaker_2: This is Mike.

Speaker speaker_1: Okay. Was there any sort of, like voice message left or anything like that?

Speaker speaker_2: A missed call.

Speaker speaker_1: A... Okay, so just a missed call, no voicemail or no... nothing else?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, so we're a plan administrator for health insurance benefits for staffing companies, if we tried to get in contact with you, that's what that would be about. Do you work with a staffing company, sir?

Speaker speaker_2: Um, yeah, I think the Resource.

Speaker speaker_1: Yeah, okay. Yeah, that's the staffing company that we partner with. Uh, let me pull up your file and see if there's any notes on what that call would be about. What's the last four of your Social?

Speaker speaker_2: 9328.

Speaker speaker_1: And your last name, sir?

Speaker speaker_2: P-U-S-H-I-A. Pushia.

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

Speaker speaker_2: Um, 225 West Vandela. May 7th, 1998.

Speaker speaker_1: Okay. And the rest of the address, the city, state and zip as well?

Speaker speaker_2: Uh, Greenville, North Carolina, 27405.

Speaker speaker_1: Thank you. We have a phone on file 336-317-4690, is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Let's see here. Okay. So, what it was about, um, looks like you had filled out a health insurance enrollment form with the Resource company, um, stating that you wanted to enroll in the insurance, but then you never actually enrolled into any insurance, you never selected any plans to enroll into. We were just trying to reach out to see if you truly were looking to enroll in the insurance from them or not.

Speaker speaker_2: Um, well, no, at the moment.

Speaker speaker_1: All right, sir. Yeah. It looks like that's all that was about. Was there anything else I can help you with?

Speaker speaker_2: No, ma... No, sir.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a good day.

Speaker speaker_2: Okay.

Speaker speaker_1: Bye now.