

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance- Hello. ... purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. Hi. Yes, my name is, uh, Trayvonte Ziegler and, uh, I was calling about my, uh, Benefits in a Card medical plan. Okay. What staffing company do you work with? Um, I, I work with, uh, ISS, Illinois Staff Solutions. I... All right. Thank you. I'm sorry. Did you say Illinois Staff Solutions? Yes. Innovative, I'm sorry. Innovative. Oh, of course. All right. And then the last four of your social? Um, 1846. All right. Mr. Ziegler, could you verify your address and your date of birth for me? Um, my address is 718 South Willow Street, Decatur, Illinois and my date of birth is August 9th, 1995. Thank you. Phone on file we have is 217-791-0242. That is correct. All right. I'm showing it looks like you're currently enrolled into medical, dental and vision, all at employee only. Uh, w- uh, what was your question regarding your benefits? Oh, I, uh, I just wanted to go ahead and cancel it because I had, uh, recently just got a medical card so I just want to go ahead and cancel it through you guys and, you know, I wanted to call in. Okay. Okay, we can do that. Um, were you looking to cancel everything or did you want to keep any of these plans? Yeah. Cancel the medical, the dental and the vision. I got the paperwork I'm looking at. Okay. Just wanted to make sure. We can go ahead- Yeah. ... and start that cancellation process. Just be aware, cancellation does take one to two weeks to fully process. It's gotta go through Innovative's payroll teams as well. Uh, you may still see- Okay. ... one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay, that's fine. All right. Anything else? No, no. You've been great. All right. Well, that's everything. Thanks again for calling and have a wonderful day. Thank you. You too. All right. Bye now. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance-

Speaker speaker_1: Hello.

Speaker speaker_0: ... purposes.

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_3: Hi. Hi. Yes, my name is, uh, Trayvonte Ziegler and, uh, I was calling about my, uh, Benefits in a Card medical plan.

Speaker speaker_2: Okay. What staffing company do you work with?

Speaker speaker_3: Um, I, I work with, uh, ISS, Illinois Staff Solutions.

Speaker speaker_2: I... All right. Thank you. I'm sorry. Did you say Illinois Staff Solutions?

Speaker speaker_3: Yes. Innovative, I'm sorry. Innovative.

Speaker speaker_2: Oh, of course. All right. And then the last four of your social?

Speaker speaker_3: Um, 1846.

Speaker speaker_2: All right. Mr. Ziegler, could you verify your address and your date of birth for me?

Speaker speaker_3: Um, my address is 718 South Willow Street, Decatur, Illinois and my date of birth is August 9th, 1995.

Speaker speaker_2: Thank you. Phone on file we have is 217-791-0242.

Speaker speaker_3: That is correct.

Speaker speaker_2: All right. I'm showing it looks like you're currently enrolled into medical, dental and vision, all at employee only. Uh, w- uh, what was your question regarding your benefits?

Speaker speaker_3: Oh, I, uh, I just wanted to go ahead and cancel it because I had, uh, recently just got a medical card so I just want to go ahead and cancel it through you guys and, you know, I wanted to call in.

Speaker speaker_2: Okay. Okay, we can do that. Um, were you looking to cancel everything or did you want to keep any of these plans?

Speaker speaker_3: Yeah. Cancel the medical, the dental and the vision. I got the paperwork I'm looking at.

Speaker speaker_2: Okay. Just wanted to make sure. We can go ahead-

Speaker speaker_3: Yeah.

Speaker speaker_2: ... and start that cancellation process. Just be aware, cancellation does take one to two weeks to fully process. It's gotta go through Innovative's payroll teams as well. Uh, you may still see-

Speaker speaker_3: Okay.

Speaker speaker_2: ... one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most.

Speaker speaker_3: Okay, that's fine.

Speaker speaker_2: All right. Anything else?

Speaker speaker_3: No, no. You've been great.

Speaker speaker_2: All right. Well, that's everything. Thanks again for calling and have a wonderful day.

Speaker speaker_3: Thank you. You too.

Speaker speaker_2: All right. Bye now.

Speaker speaker_3: Bye.