

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good evening. Can I speak with Cheryl Daniel? This is she. Hi, Ms. Daniel. My name is Chris. I'm with Benefits in a Card, calling on behalf of Verstella. How are you doing? I'm doing great. How are you? Doing well, thank you. Before we continue, this call is being recorded for quality assurance and training purposes. I'm calling, um... We've, uh... We received word from Verstella that there seems to have been some issue with you being able to enroll into benefits last week while open enrollment was going on. Um- Yeah. And as such, uh, a deadline, or a, an extension to the deadline has been granted. Uh, you've got until we close tomorrow to, uh, make any decisions on if you- Until when? ... want to enroll or not. Until we close at 8:00 PM Eastern tomorrow. Oh, okay. Can I do it right now over the phone? Yeah. Uh, yeah. I was just calling to let you know. Like, if you didn't have any infor- any information or had an idea of what you wanted, um, you've got some time to look over it. But if you know what you want, I can get that set up for you. Oh. No, I haven't even, I haven't even seen what's available. Um... Okay. So, let me, let me do that. Um, it's [benefitsinacard.com](http://benefitsinacard.com)? Um, if you want, I can actually just email you an information packet directly that goes over the plans. Okay. Yeah, that'd be great. Okay. Awesome. Uh, can you just confirm, we have your email as [cadaniel66@yahoo.com](mailto:cadaniel66@yahoo.com)? That's correct. All right. One moment. Let me... All right, yes. So, what I'll do then is I'll go ahead and email that information packet on over to you. Uh, this is gonna come from our email address here, uh, b- [info@benefitsinacard.com](mailto:info@benefitsinacard.com). If you don't see this in your inbox, just check your spam folder. Might've gotten filtered there. Um, but just give that a read through, and then, like I said, you've got any time between now and us closing tomorrow at 8:00 PM to, uh, to enroll into anything. So, just once you have an idea, just give us a call. Okay. Sounds great. Thank you so much for the call, Chris. No problem. Was there anything else I could help you with for right now? Uh, thank you. No problem. Thanks for taking the time to speak with me. Have a wonderful day. You too. All right, bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good evening. Can I speak with Cheryl Daniel?

Speaker speaker\_2: This is she.

Speaker speaker\_1: Hi, Ms. Daniel. My name is Chris. I'm with Benefits in a Card, calling on behalf of Verstella. How are you doing?

Speaker speaker\_2: I'm doing great. How are you?

Speaker speaker\_1: Doing well, thank you. Before we continue, this call is being recorded for quality assurance and training purposes. I'm calling, um... We've, uh... We received word from Verstella that there seems to have been some issue with you being able to enroll into benefits last week while open enrollment was going on. Um-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And as such, uh, a deadline, or a, an extension to the deadline has been granted. Uh, you've got until we close tomorrow to, uh, make any decisions on if you-

Speaker speaker\_2: Until when?

Speaker speaker\_1: ... want to enroll or not. Until we close at 8:00 PM Eastern tomorrow.

Speaker speaker\_2: Oh, okay. Can I do it right now over the phone?

Speaker speaker\_1: Yeah. Uh, yeah. I was just calling to let you know. Like, if you didn't have any infor- any information or had an idea of what you wanted, um, you've got some time to look over it. But if you know what you want, I can get that set up for you.

Speaker speaker\_2: Oh. No, I haven't even, I haven't even seen what's available. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, let me, let me do that. Um, it's [benefitsinacard.com](https://benefitsinacard.com)?

Speaker speaker\_1: Um, if you want, I can actually just email you an information packet directly that goes over the plans.

Speaker speaker\_2: Okay. Yeah, that'd be great.

Speaker speaker\_1: Okay. Awesome. Uh, can you just confirm, we have your email as [cadaniel66@yahoo.com](mailto:cadaniel66@yahoo.com)?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: All right. One moment. Let me... All right, yes. So, what I'll do then is I'll go ahead and email that information packet on over to you. Uh, this is gonna come from our email address here, uh, b- [info@benefitsinacard.com](mailto:info@benefitsinacard.com). If you don't see this in your inbox, just check your spam folder. Might've gotten filtered there. Um, but just give that a read through, and then, like I said, you've got any time between now and us closing tomorrow at 8:00 PM to, uh, to enroll into anything. So, just once you have an idea, just give us a call.

Speaker speaker\_2: Okay. Sounds great. Thank you so much for the call, Chris.

Speaker speaker\_1: No problem. Was there anything else I could help you with for right now?

Speaker speaker\_2: Uh, thank you.

Speaker speaker\_1: No problem. Thanks for taking the time to speak with me. Have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right, bye now.

Speaker speaker\_2: Bye.