

Transcript: Chris Sofield

(deactivated)-6120832274317312-6205438700863488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, Antoine Wilson? Yeah. Hi, Mr. Wilson. My name is Chris. I'm with Benefits in a Card, calling on behalf of Site Staffing. How are you doing today? How you doing? I'm doing good. Hmm, that's good to hear. I'm doing all right for myself. Thank you for asking. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you filled out. Uh- Okay. ... you selected the option that you wanted employee-only coverage, but you never selected any insurance plans to enroll into. We were just ca- uh, calling to verify if you were looking to enroll in the first place. Yes. I was. Okay. Uh, did you have an idea of what insurance plan you wanted to enroll into? Um, I didn't... Uh, like when I was doing it over the computer, like I was doing it on something, so I didn't see the, like, options or what they had. 'Cause usually it'd be like different packages, but I had clicked that I wanted some, but it, it didn't show me unless... I must've, supposed to click on a link a- and it took me somewhere. But I know it asked me like, did I wanna, uh, apply? And I'm like, "Yeah." But it didn't give me like, you know, like A, B or C, the plans that they had. So that's why I never, um, like enrolled in it. But I, I, I clicked that I wanted it though. Okay. Yeah. So, we were just... We were just curious because like I said, while you selected employee only, um, none of the options on the form itself, where it says like, the Stay Healthy, Med Plan, VIP Standard, VIP Classic, so on and so forth, no- none of those were checked off at all. Um, that's why we were calling. Uh, if you wanted, uh, because we do see your, your email on file on here, um, at... looks like W-I-L-D-O-N-E-S-T-W-A-N-Yeah. ... @gmail.com. Um, I can send you an information packet that goes over the plans that Site Staffing offers, um, gi- gives you an idea of what's available and everything. And then- Okay. ... um, you've got between now and the end of the month, January 31st, to make any decisions for that. Okay? Okay. Yeah. Send it to me so I can, um, look it over. Okay. 'Cause I was looking for it, but it didn't, it didn't give me... I was, I was on a, uh, computer filling out something, but it didn't give me those, those options. So that's why I never collect- I mean, selected or left it. I was supposed to click on something and it sent me to a, uh, link or anything. But when I was doing it there, it didn't do it. So I know I marked that I wanted it, though. Okay. Yeah. We'll definitely... Um, I'll, I'll bring that up to our back-office team and see if they can't reach out to figure out what was going on with that. Um... Okay. But yeah, in the meantime, I'll send you this information packet. This is going to come from info@benefitsinacard.com. If you don't see this in your inbox- Okay. ... just check spam. Might have gotten filtered there. And then, um- Okay. ... yeah, once you've got an idea of what you want, just give us a call. Uh, we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. The same number that I'm calling you from should show up as 800-497-4856. Uh, that's also gonna be in the email itself in case you need that. Uh, but just give that a read through, give

us a call. As long as you get in touch with us before, uh, before we close on January 31st, we'll be able to get you enrolled. Okay? Okay. Thank you. All right then. For right... No problem. For right now, did you have any questions for me? Um, no. All right then. That's- So, did you just... Did you just send it to me? I think it just pinged my phone. Uh, yes, I did just send it on over to you. Okay. Yeah, so I'm looking at it. Ah. Okay. Thank you. And like I said- Yeah. ... if I have... if I have any questions, it's just call this number back? Well, this 1-800- Yes, sir. ... number up here? Yes, sir. Okay. Will do. All right then. Well, Mr. Wilson, thanks for taking the time to speak with me. You have a good day. You too. All right. Bye now.

Conversation Format

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

Speaker speaker_1: Good afternoon, Antoine Wilson?

Speaker speaker_2: Yeah.

Speaker speaker_1: Hi, Mr. Wilson. My name is Chris. I'm with Benefits in a Card, calling on behalf of Site Staffing. How are you doing today?

Speaker speaker_2: How you doing? I'm doing good.

Speaker speaker_1: Hmm, that's good to hear. I'm doing all right for myself. Thank you for asking. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you filled out. Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you selected the option that you wanted employee-only coverage, but you never selected any insurance plans to enroll into. We were just ca- uh, calling to verify if you were looking to enroll in the first place.

Speaker speaker_2: Yes. I was.

Speaker speaker_1: Okay. Uh, did you have an idea of what insurance plan you wanted to enroll into?

Speaker speaker_2: Um, I didn't... Uh, like when I was doing it over the computer, like I was doing it on something, so I didn't see the, like, options or what they had. 'Cause usually it'd be like different packages, but I had clicked that I wanted some, but it, it didn't show me unless... I must've, supposed to click on a link a- and it took me somewhere. But I know it asked me like, did I wanna, uh, apply? And I'm like, "Yeah." But it didn't give me like, you know, like A, B or C, the plans that they had. So that's why I never, um, like enrolled in it. But I, I, I clicked that I wanted it though.

Speaker speaker_1: Okay. Yeah. So, we were just... We were just curious because like I said, while you selected employee only, um, none of the options on the form itself, where it says like, the Stay Healthy, Med Plan, VIP Standard, VIP Classic, so on and so forth, no- none of

those were checked off at all. Um, that's why we were calling. Uh, if you wanted, uh, because we do see your, your email on file on here, um, at... looks like W-I-L-D-O-N-E-S-T-W-A-N-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... @gmail.com. Um, I can send you an information packet that goes over the plans that Site Staffing offers, um, gi- gives you an idea of what's available and everything. And then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, you've got between now and the end of the month, January 31st, to make any decisions for that. Okay?

Speaker speaker_2: Okay. Yeah. Send it to me so I can, um, look it over.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I was looking for it, but it didn't, it didn't give me... I was, I was on a, uh, computer filling out something, but it didn't give me those, those options. So that's why I never collect- I mean, selected or left it. I was supposed to click on something and it sent me to a, uh, link or anything. But when I was doing it there, it didn't do it. So I know I marked that I wanted it, though.

Speaker speaker_1: Okay. Yeah. We'll definitely... Um, I'll, I'll bring that up to our back-office team and see if they can't reach out to figure out what was going on with that. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: But yeah, in the meantime, I'll send you this information packet. This is going to come from info@benefitsinacard.com. If you don't see this in your inbox-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just check spam. Might have gotten filtered there. And then, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... yeah, once you've got an idea of what you want, just give us a call. Uh, we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. The same number that I'm calling you from should show up as 800-497-4856. Uh, that's also gonna be in the email itself in case you need that. Uh, but just give that a read through, give us a call. As long as you get in touch with us before, uh, before we close on January 31st, we'll be able to get you enrolled. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: All right then. For right... No problem. For right now, did you have any questions for me?

Speaker speaker_2: Um, no.

Speaker speaker_1: All right then. That's-

Speaker speaker_2: So, did you just... Did you just send it to me? I think it just pinged my phone.

Speaker speaker_1: Uh, yes, I did just send it on over to you.

Speaker speaker_2: Okay. Yeah, so I'm looking at it.

Speaker speaker_1: Ah.

Speaker speaker_2: Okay. Thank you. And like I said-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... if I have... if I have any questions, it's just call this number back? Well, this 1-800-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: ... number up here?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Will do.

Speaker speaker_1: All right then. Well, Mr. Wilson, thanks for taking the time to speak with me. You have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.