

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? I was doing fine. You said your name was Chris? Yes, sir. Okay. I had just got a phone call from Victoria. Um, she called me. I was taking a, um, a, you know, third shift, third shift slumber, uh, nap. Um, but yeah, she called me, um, want- well, was talking about the, um, about the benefits and things. Um, I did, I did not... Why I selected no contest, because, um, the actual de- code when I was doing the, um, the stuff before I got hired there, there, the screen locked down so I couldn't get back in there to change it, and I had to wait until Okay. ... their orientation, but they said that one of you guys would give me a call, um, uh, shortly after I start. So, um, however, I did miss it and I am calling you back. Now, uh, I just got a few questions. Um, is there... Can you tell me the cost of all the, all the things that's offered? Like, I know it's dental, vision, you know. Can, can you tell me the cost for myself, um, myself and wife, um, myself and kids? Could you give me the cost of those? Should be able to. What staffing company do you work with? Oh. MAU. I'm so sorry. You're fine. Let me pull up their policy, their, uh, benefits information. All right. So now, yeah, I, I could read off, um... So there are one, two... One moment. Go ahead. There are 12 possible plans to enroll into each with four different price points for every single plan. Uh, well, with one exception. So that would be something in the realm of over 40 price points to kind of write down. Okay. While I can't go ahead and, and just run through all of those with you, um, if you feel like it would be better for you to kind of have all of this already, like, in, in, like, a, like, in, like, an information table or anything like that, there's an information guide that I can email to you that would go over- Please. ... all of the plans as well. Y- yeah, do that. Email it to me, and then I'll give you guys a call back with it. That's what I want to do, so we can kind of, like, say, say which one. All right, then. Yeah, let's, uh- Yeah. Like I said... No problem. Like I said, I could go through 40-something price points with you, but I feel like that might be a little bit much for some people. Yeah, I'll get lost. I'm not going to lie to you. I'll get lost somewhere down the line. I actually repeat something two or three times. Nah, just get, just go ahead and email it to me. Um, do you need my email? Uh, yes, sir. What's that email address? So it'll be sims, S-I-M-S, darius, D-A-R-I-U-S, @gmail.com. simsdarius@gmail.com. Yes, sir. All right. I'm sending that guide on over to you. That's coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. But yeah, just give that a read through. That will give you the pricing for every single plan available from MAU, as well as the quick overview of what that plan will cover. Um, if you have any questions regarding what you read in that, more than welcome to, uh, give us a call to get those answered, and then once you're ready to enroll, we'll be able to help out. Okay, so I got the email, so I think... Uh, do, do, do. Enrollment.Guide PDF. That's what I need to be looking for. Okay. Yes, sir. I just wanted to make sure I got everything before we get off the phone. Okay. Seems like this is it. Weekly d-

Okay. Yep. This is it. All right. Any other- This is it. Okay. Thank you. Yes, sir? No, not at the moment. I'll be giving you guys a call back with the updated information so we can go ahead and move forward with, um, this process. All right, then. Well, that's everything for now. Thank you again for calling. You have a wonderful day. Thank you, Chris. Be active, want to. Thanks. Bye now. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: I was doing fine. You said your name was Chris?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. I had just got a phone call from Victoria. Um, she called me. I was taking a, um, a, you know, third shift, third shift slumber, uh, nap. Um, but yeah, she called me, um, want- well, was talking about the, um, about the benefits and things. Um, I did, I did not... Why I selected no contest, because, um, the actual de- code when I was doing the, um, the stuff before I got hired there, there, the screen locked down so I couldn't get back in there to change it, and I had to wait until

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... their orientation, but they said that one of you guys would give me a call, um, uh, shortly after I start. So, um, however, I did miss it and I am calling you back. Now, uh, I just got a few questions. Um, is there... Can you tell me the cost of all the, all the things that's offered? Like, I know it's dental, vision, you know. Can, can you tell me the cost for myself, um, myself and wife, um, myself and kids? Could you give me the cost of those?

Speaker speaker\_0: Should be able to. What staffing company do you work with?

Speaker speaker\_1: Oh. MAU. I'm so sorry.

Speaker speaker\_0: You're fine. Let me pull up their policy, their, uh, benefits information. All right. So now, yeah, I, I could read off, um... So there are one, two... One moment.

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: There are 12 possible plans to enroll into each with four different price points for every single plan. Uh, well, with one exception. So that would be something in the realm of over 40 price points to kind of write down.

Speaker speaker\_1: Okay.

Speaker speaker\_0: While I can't go ahead and, and just run through all of those with you, um, if you feel like it would be better for you to kind of have all of this already, like, in, in, like, a, like, in, like, an information table or anything like that, there's an information guide that I can email to you that would go over-

Speaker speaker\_1: Please.

Speaker speaker\_0: ... all of the plans as well.

Speaker speaker\_1: Y- yeah, do that. Email it to me, and then I'll give you guys a call back with it. That's what I want to do, so we can kind of, like, say, say which one.

Speaker speaker\_0: All right, then. Yeah, let's, uh-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Like I said... No problem. Like I said, I could go through 40-something price points with you, but I feel like that might be a little bit much for some people.

Speaker speaker\_1: Yeah, I'll get lost. I'm not going to lie to you. I'll get lost somewhere down the line. I actually repeat something two or three times. Nah, just get, just go ahead and email it to me. Um, do you need my email?

Speaker speaker\_0: Uh, yes, sir. What's that email address?

Speaker speaker\_1: So it'll be sims, S-I-M-S, darius, D-A-R-I-U-S, @gmail.com.

Speaker speaker\_0: simsdarius@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. I'm sending that guide on over to you. That's coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. But yeah, just give that a read through. That will give you the pricing for every single plan available from MAU, as well as the quick overview of what that plan will cover. Um, if you have any questions regarding what you read in that, more than welcome to, uh, give us a call to get those answered, and then once you're ready to enroll, we'll be able to help out.

Speaker speaker\_1: Okay, so I got the email, so I think... Uh, do, do, do. Enrollment.Guide PDF. That's what I need to be looking for. Okay.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I just wanted to make sure I got everything before we get off the phone. Okay. Seems like this is it. Weekly d- Okay. Yep. This is it.

Speaker speaker\_0: All right. Any other-

Speaker speaker\_1: This is it. Okay. Thank you.

Speaker speaker\_2: Yes, sir?

Speaker speaker\_1: No, not at the moment. I'll be giving you guys a call back with the updated information so we can go ahead and move forward with, um, this process.

Speaker speaker\_0: All right, then. Well, that's everything for now. Thank you again for calling. You have a wonderful day.

Speaker speaker\_1: Thank you, Chris. Be active, want to. Thanks.

Speaker speaker\_0: Bye now.

Speaker speaker\_1: Bye.