

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card., this is Chris. How can I help you today? Hi, it's Chris. Um, I was calling to sign up for benefits. Okay. Um, what staffing company do you work with? ATC. And what is the last four of your social? 8725. Thank you. Your first and last name? Chantel Patterson. Okay, Ms. Patterson, could you verify your address and your date of birth, please? 104 8th Court, Summerville, South Carolina, 29486. 2/18/1979. Okay. So on our file we have is 843-364-1314, is that correct? Correct. Okay. And did you have an idea of what you wanted to enroll into? Yeah. I want to do the dental and vision. Okay. Was, uh, was that it? And add my spouse. Dental and vision for you and spouse. Yes. And then you have the... Uh, what was it? Uh, yes. Yes. So that for spouse and myself. All right. Dental, vision and life for yourself and spouse. Anything else? Mm, no, I think that's... I believe that's it. Okay. Um, all right. Let's see here. All right. That's going to be \$13.90 per week. Do you authorize ATC to make those deductions? Yes. Okay. So let me ask you, would I be able to... If I wanted to add something else on, would I be able to add on before enrollment ends? Yeah, as long as you do it during open enrollment, you're, you're able to do so. Okay. All right. All right. So let's see here. And it looks like your dependent information was already on here from a previous enrollment. Um, is it Leroy that you're covering? Correct. Yes. Okay. All right. So, um, enrollment is going to go into effect as of January 6th, so you should start seeing the first deduction about a week or so before then. Okay. Once you see that first deduction happening, your policy should become effective January 6th, with the ID cards arriving about a week or two after that. Okay. Okay. All right. And when does enrollment end? Open enrollment ends on the 27th. So next Friday. Oh, my gosh. Okay. Yeah, I have to go back in. I don't know. I feel like I'm missing something, but I'm kind of like, okay. But I'll just go back in, because they sent me an email concerning, uh, what, what is offered. So I'm gonna go back in and double-check to make sure. All right, then. Okay. once. Yeah. Just go ahead and, and look through the information you've got. If you want to add anything on, just give us a call back. Uh, just be aware we'll be closed, uh, next Tuesday and Thursday for Christmas. Okay. Next Tuesday and Thursday? Sorry, next Tuesday and Wednesday. Sorry. Okay. Okay, next Tuesday. Okay. All right. I'll reach back out to you before then. All right. Anything else? Okay. No, that will be all. Thank you so much. You're welcome. Thanks for calling. Have a good day. You as well. Bye-bye. 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 on a Card., this is Chris. How can I help you today?

Speaker speaker_2: Hi, it's Chris. Um, I was calling to sign up for benefits.

Speaker speaker_1: Okay. Um, what staffing company do you work with?

Speaker speaker_2: ATC.

Speaker speaker_1: And what is the last four of your social?

Speaker speaker_2: 8725.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Chantel Patterson.

Speaker speaker_1: Okay, Ms. Patterson, could you verify your address and your date of birth, please?

Speaker speaker_2: 104 8th Court, Summerville, South Carolina, 29486. 2/18/1979.

Speaker speaker_1: Okay. So on our file we have is 843-364-1314, is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And did you have an idea of what you wanted to enroll into?

Speaker speaker_2: Yeah. I want to do the dental and vision.

Speaker speaker_1: Okay. Was, uh, was that it?

Speaker speaker_2: And add my spouse.

Speaker speaker_1: Dental and vision for you and spouse.

Speaker speaker_2: Yes. And then you have the... Uh, what was it? Uh, yes. Yes. So that for spouse and myself.

Speaker speaker_1: All right. Dental, vision and life for yourself and spouse. Anything else?

Speaker speaker_2: Mm, no, I think that's... I believe that's it.

Speaker speaker_1: Okay. Um, all right. Let's see here. All right. That's going to be \$13.90 per week. Do you authorize ATC to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: So let me ask you, would I be able to... If I wanted to add something else on, would I be able to add on before enrollment ends?

Speaker speaker_1: Yeah, as long as you do it during open enrollment, you're, you're able to do so.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. All right. So let's see here. And it looks like your dependent information was already on here from a previous enrollment. Um, is it Leroy that you're covering?

Speaker speaker_2: Correct. Yes.

Speaker speaker_1: Okay. All right. So, um, enrollment is going to go into effect as of January 6th, so you should start seeing the first deduction about a week or so before then.

Speaker speaker_2: Okay.

Speaker speaker_1: Once you see that first deduction happening, your policy should become effective January 6th, with the ID cards arriving about a week or two after that.

Speaker speaker_2: Okay. Okay. All righty. And when does enrollment end?

Speaker speaker_1: Open enrollment ends on the 27th. So next Friday.

Speaker speaker_2: Oh, my gosh. Okay. Yeah, I have to go back in. I don't know. I feel like I'm missing something, but I'm kind of like, okay. But I'll just go back in, because they sent me an email concerning, uh, what, what is offered. So I'm gonna go back in and double-check to make sure.

Speaker speaker_1: All right, then.

Speaker speaker_2: Okay. once.

Speaker speaker_1: Yeah. Just go ahead and, and look through the information you've got. If you want to add anything on, just give us a call back. Uh, just be aware we'll be closed, uh, next Tuesday and Thursday for Christmas.

Speaker speaker_2: Okay. Next Tuesday and Thursday?

Speaker speaker_1: Sorry, next Tuesday and Wednesday. Sorry.

Speaker speaker_2: Okay. Okay, next Tuesday. Okay. All right. I'll reach back out to you before then.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Okay. No, that will be all. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling. Have a good day.

Speaker speaker_2: You as well. Bye-bye.

Speaker speaker_1: Bye, now.