

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? Yeah, I just called you a minute ago. I had to hang up the... I, I received a call from my job, but, um, you told me to describe to you... read the text to you. I read the text to you and it said I would be getting an email and I didn't get the email yet. So, I'm trying to figure out what is the Benefits on a Card and- Benefits in a Card? ... they're just calling me... Okay. So, Benefits in a Card, we are a plan administrator for health insurance benefits for staffing companies. Oh, I see now. This is a, this is an insurance pro- uh, insurance then? Yes. So, so, for health insurance. So, it s- it sounds like that you may work with a staffing company that we partner with to offer- Right. ... health insurance benefits to. Okay. Um, so, that, that's why you received that text message letting you know that you either may be eligible or, as a policy of that staffing company, you may be automatically enrolled depending on- Oh, I see. ... the wording of that text message. Now, if you did call us a minute ago and you hung up and called us back, you've most likely gotten a different agent, um, so I don't know- No, it was you. It was just you. It was, it was you just now. No, sir. Oh, wow. Oh, oh, it wasn't you. So, um- Okay. ... yeah, what, what... Uh, did the text message say that you were eligible for benefits or that you would be automatically enrolled with them? Well, the text message said, um... Wait a minute. It says, "Nor Staffing Employment reminder that... Reminder, remi- A reminder to review the email you received regarding transition of your benefits effective date 2/3/2025." Okay. "If you have not received the email..." Okay. Uh, and the benefits card. It says that. But hold on, hold on. Let, let me, let me see something. Let me see something- Yep. ... right quick. So, so, yeah. So, Nor Staffing just recently swapped over to using us as their, their plan administrator and Nor Staffing would have sent you an email with some information regarding the benefits. That, that email wouldn't have come from us. That would have come from Nor Staffing. Um, if you- Okay. Wait a minute. Uh- ... haven't, if you haven't gotten that email, then I can send you- Okay, so- ... another information packet. Okay, so I see here that they do, uh, it gives any, uh... It says, "Thank you for contacting Benefits in a Card. Per your request, attached is a PDF file for the new benefit offered," right? To your employer. "If you have any questions, please contact us," blah, blah, blah. Okay. Uh, Benefit Card. Benefit in a Card. Yeah, I mean, I don't see anything that's impressive here, you know? I mean, it's not... We're not saying that you have to enroll in these benefits. You're just able to if you want to. If you don't want them, then you can just completely ignore them. Yeah, 'cause I, I mean, like, you know, all this... This, this at all, but nothing and no one... No one... Nobody... No one's okay, but, you know, I, I, I, uh, I don't think it's necessary at this point. I don't know nobody who received that, you know. People that's talking about it. I don't wanna be the first one. Nobody's telling me nothing. You go to... They don't know, they don't know nothing, you know? All right. So, like- But ... like I said, you're, you're not being... You're not being told that you have to enroll in any insurance

benefits. You're being told that you have the option of doing so if you wish to do so. If you don't want... If you don't want to enroll into these- Yeah, I, I, don't, don't see no- ... then you can completely disregard any communication. Okay, bet. Thank you so much. No problem. Anything else? No. All right. Thanks for calling. Have a good day. Okay.

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: Yeah, I just called you a minute ago. I had to hang up the... I, I received a call from my job, but, um, you told me to describe to you... read the text to you. I read the text to you and it said I would be getting an email and I didn't get the email yet. So, I'm trying to figure out what is the Benefits on a Card and-

Speaker speaker_0: Benefits in a Card?

Speaker speaker_1: ... they're just calling me...

Speaker speaker_0: Okay. So, Benefits in a Card, we are a plan administrator for health insurance benefits for staffing companies.

Speaker speaker_1: Oh, I see now. This is a, this is an insurance pro- uh, insurance then?

Speaker speaker_0: Yes. So, so, for health insurance. So, it s- it sounds like that you may work with a staffing company that we partner with to offer-

Speaker speaker_1: Right.

Speaker speaker_0: ... health insurance benefits to.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so, that, that's why you received that text message letting you know that you either may be eligible or, as a policy of that staffing company, you may be automatically enrolled depending on-

Speaker speaker_1: Oh, I see.

Speaker speaker_0: ... the wording of that text message. Now, if you did call us a minute ago and you hung up and called us back, you've most likely gotten a different agent, um, so I don't know-

Speaker speaker_1: No, it was you. It was just you. It was, it was you just now.

Speaker speaker_0: No, sir.

Speaker speaker_1: Oh, wow. Oh, oh, it wasn't you.

Speaker speaker_0: So, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... yeah, what, what... Uh, did the text message say that you were eligible for benefits or that you would be automatically enrolled with them?

Speaker speaker_1: Well, the text message said, um... Wait a minute. It says, "Nor Staffing Employment reminder that... Reminder, remi- A reminder to review the email you received regarding transition of your benefits effective date 2/3/2025."

Speaker speaker_0: Okay.

Speaker speaker_1: "If you have not received the email..." Okay. Uh, and the benefits card. It says that. But hold on, hold on. Let, let me, let me see something. Let me see something-

Speaker speaker_0: Yep.

Speaker speaker_1: ... right quick.

Speaker speaker_0: So, so, yeah. So, Nor Staffing just recently swapped over to using us as their, their plan administrator and Nor Staffing would have sent you an email with some information regarding the benefits. That, that email wouldn't have come from us. That would have come from Nor Staffing. Um, if you-

Speaker speaker_1: Okay. Wait a minute. Uh-

Speaker speaker_0: ... haven't, if you haven't gotten that email, then I can send you-

Speaker speaker_1: Okay, so-

Speaker speaker_0: ... another information packet.

Speaker speaker_1: Okay, so I see here that they do, uh, it gives any, uh... It says, "Thank you for contacting Benefits in a Card. Per your request, attached is a PDF file for the new benefit offered," right? To your employer. "If you have any questions, please contact us," blah, blah, blah. Okay. Uh, Benefit Card. Benefit in a Card. Yeah, I mean, I don't see anything that's impressive here, you know?

Speaker speaker_0: I mean, it's not... We're not saying that you have to enroll in these benefits. You're just able to if you want to. If you don't want them, then you can just completely ignore them.

Speaker speaker_1: Yeah, 'cause I, I mean, like, you know, all this... This, this at all, but nothing and no one... No one... Nobody... No one's okay, but, you know, I, I, I, uh, I don't think it's necessary at this point. I don't know nobody who received that, you know. People that's talking about it. I don't wanna be the first one. Nobody's telling me nothing. You go to... They don't know, they don't know nothing, you know?

Speaker speaker_0: All right. So, like-

Speaker speaker_1: But

Speaker speaker_0: ... like I said, you're, you're not being... You're not being told that you have to enroll in any insurance benefits. You're being told that you have the option of doing so if you wish to do so. If you don't want... If you don't want to enroll into these-

Speaker speaker_1: Yeah, I, I, don't, don't see no-

Speaker speaker_0: ... then you can completely disregard any communication.

Speaker speaker_1: Okay, bet. Thank you so much.

Speaker speaker_0: No problem. Anything else?

Speaker speaker_1: No.

Speaker speaker_0: All right. Thanks for calling. Have a good day.

Speaker speaker_1: Okay.