

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Ekoah Dovey? This is him. How may I help you? Hi, M- Mr. Dovey, my name is Chris. I'm with Benefits and A Card calling on behalf of Hamilton Reicker. How are you doing today? I'm doing okay. How may I help you? Hi. Uh, before we continue, calls being recorded for quality assurance training purposes. I'm calling regarding a health insurance enrollment form that you filled out when you signed up to work through Hamilton Reicker. Uh, you had s-... uh, selected both levels of the VIP medical policy and you're only allowed one level of that plan. We were just trying to reach out to, uh, verify which level of coverage you wanted. Now, where this coming from? This, this is Benefits And A Card. We are the plan administrator for the health insurance benefits for Hamilton Reicker, a staffing company that it looks like you signed up to work with, uh, not too long ago. You filled out a form for them on the 27th of November. No, I don't remember. Okay. Should we just, just decline any coverage from them then? Yes, please. All right. All right. Thank you for taking the time to speak with me and have a good day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. Can I speak with Ekoah Dovey?

Speaker speaker\_2: This is him. How may I help you?

Speaker speaker\_1: Hi, M- Mr. Dovey, my name is Chris. I'm with Benefits and A Card calling on behalf of Hamilton Reicker. How are you doing today?

Speaker speaker\_2: I'm doing okay. How may I help you?

Speaker speaker\_1: Hi. Uh, before we continue, calls being recorded for quality assurance training purposes. I'm calling regarding a health insurance enrollment form that you filled out when you signed up to work through Hamilton Reicker. Uh, you had s-... uh, selected both levels of the VIP medical policy and you're only allowed one level of that plan. We were just trying to reach out to, uh, verify which level of coverage you wanted.

Speaker speaker\_2: Now, where this coming from?

Speaker speaker\_1: This, this is Benefits And A Card. We are the plan administrator for the health insurance benefits for Hamilton Reicker, a staffing company that it looks like you signed

up to work with, uh, not too long ago. You filled out a form for them on the 27th of November.

Speaker speaker\_2: No, I don't remember.

Speaker speaker\_1: Okay. Should we just, just decline any coverage from them then?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: All right. All right. Thank you for taking the time to speak with me and have a good day.

Speaker speaker\_2: You too.