

Transcript: Chris Sofield

(deactivated)-6558610045485056-6427809567948800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accard. This is Chris. How can I help you today? Hey, Chris. This is Natasha Davis. I just got hired on by Focal Point Healthcare and I need to decline the Benefits and Accard and it said I had to call y'all. Okay. Let me see if we have any information from them yet. What's the last four of your social? 5862. Uh... You said your name was Natasha Harris? Davis. Davis. My apologies. Natasha Davis. All right. One moment. Okay. And... Hold on, you said this was with Focal Point? Uh-huh. Um... Okay . I literally just got the acceptance letter. Okay. So, um, not sure why you were instructed to get in contact with us, um, as- Mm-hmm. ... we... We don't work with, uh, Focal Point anymore. That, uh... So, yeah, we, we wouldn't be respon- uh, we wouldn't be in charge of anything related to their insurance. Oh. Okay, 'cause I, I mean... It says, "Congratulations on joining Focal Point. We're delighted to let you know that we, you are eligible to enroll in the low cost weekly paid healthcare benefits offered by Benefits and Accard." Did you receive this as a text message? Email. Email. Mm-hmm. And where did that email come from? Was that from someone at Focal Point? It's Rippling. It's who I did the, uh, onboarding with. Okay. Yeah, so, um, it s- it sounds like they may have been working off of outdated information 'cause, uh, we, we stopped working with them back t- back at the end of August. Oh, okay. Okay. All right. As long as you're- So- ... not gonna take money out of my paycheck, 'cause I don't need it . Right. Well, yeah, I mean, I can't say that that won't happen, just... But it's just because we don't work with them anymore. I wouldn't know it at all, so you may want to get back and talk to them and ask them about that. Okay. All right. Thank you. You're welcome. Have a good day. All right. B- you too. 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 and Accard. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. This is Natasha Davis. I just got hired on by Focal Point Healthcare and I need to decline the Benefits and Accard and it said I had to call y'all.

Speaker speaker_1: Okay. Let me see if we have any information from them yet. What's the last four of your social?

Speaker speaker_2: 5862.

Speaker speaker_1: Uh... You said your name was Natasha Harris?

Speaker speaker_2: Davis.

Speaker speaker_1: Davis. My apologies.

Speaker speaker_2: Natasha Davis.

Speaker speaker_1: All right. One moment. Okay. And... Hold on, you said this was with Focal Point?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um... Okay .

Speaker speaker_2: I literally just got the acceptance letter.

Speaker speaker_1: Okay. So, um, not sure why you were instructed to get in contact with us, um, as-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we... We don't work with, uh, Focal Point anymore. That, uh... So, yeah, we, we wouldn't be respon- uh, we wouldn't be in charge of anything related to their insurance.

Speaker speaker_2: Oh. Okay, 'cause I, I mean... It says, "Congratulations on joining Focal Point. We're delighted to let you know that we, you are eligible to enroll in the low cost weekly paid healthcare benefits offered by Benefits and Accard."

Speaker speaker_1: Did you receive this as a text message?

Speaker speaker_2: Email.

Speaker speaker_1: Email.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And where did that email come from? Was that from someone at Focal Point?

Speaker speaker_2: It's Rippling. It's who I did the, uh, onboarding with.

Speaker speaker_1: Okay. Yeah, so, um, it s- it sounds like they may have been working off of outdated information 'cause, uh, we, we stopped working with them back t- back at the end of August.

Speaker speaker_2: Oh, okay. Okay. All right. As long as you're-

Speaker speaker_1: So-

Speaker speaker_2: ... not gonna take money out of my paycheck, 'cause I don't need it .

Speaker speaker_1: Right. Well, yeah, I mean, I can't say that that won't happen, just... But it's just because we don't work with them anymore. I wouldn't know it at all, so you may want to get back and talk to them and ask them about that.

Speaker speaker_2: Okay. All right. Thank you.

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

Speaker speaker_2: All right. B- you too. Bye.

Speaker speaker_1: Bye now.