

Transcript: Chris Sofield

(deactivated)-6563619464855552-4943102853038080

Full Transcript

Thank you for calling Benefits in a Card. This is Chris, how can I help you today? Hey, uh, seen that y'all had called me and sent me a voicemail. Okay, and what did the voicemail say? Um, it said something about I had, I wanted to be enrolled in health insurance but when I submitted the enrollment form I didn't put down that I want cov-coverage. Okay, sounds like, um, you submitted a blank enrollment form, meaning that you, we couldn't tell if you wanted coverage or not, since neither option was selected. But let me go ahead and pull your file and see exactly what happened. What's, uh- Okay. Do you work with a staffing company? Uh, what do you mean by a staffing company? Are you a temp? Uh, yes, I'm with them. Okay, what company are you a temp through? Megaforce. Thank you. All right, and then the last four of your Social? 4215. Thank you. Your first and last name? Trevon Holler. All right, Mr. Holler, could you verify your address and date of birth for me? Uh, I'm not sure if I put... Is it 504? Yes. Okay, yeah, 504 Brighton Park Drive and 11/18/2005. And the rest of the address? I need the city, state and zip as well. Okay, um, Greenville, North Carolina 27834. Thank you. And then we have the phone number f- s- sorry, the phone number on file of 252-370-8396. Yes, sir. Okay. All right, so it wasn't that it was blank, is that you selected both the option that you wanted insurance and the option that you didn't want insurance. So we were unable to tell if you wanted insurance or not from Megaforce. Um, nah, I want, uh, no, I don't want to. Okay, that's all we needed to verify. Uh, was there any other questions you had for me? Um, no sir, that's all. All right, thanks again for calling. Have a good day. No problem, appreciate you. You're very welcome, bye now.

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: Hey, uh, seen that y'all had called me and sent me a voicemail.

Speaker speaker_0: Okay, and what did the voicemail say?

Speaker speaker_1: Um, it said something about I had, I wanted to be enrolled in health insurance but when I submitted the enrollment form I didn't put down that I want cov-coverage.

Speaker speaker_0: Okay, sounds like, um, you submitted a blank enrollment form, meaning that you, we couldn't tell if you wanted coverage or not, since neither option was selected. But let me go ahead and pull your file and see exactly what happened. What's, uh-

Speaker speaker_1: Okay.

Speaker speaker_0: Do you work with a staffing company?

Speaker speaker_1: Uh, what do you mean by a staffing company?

Speaker speaker_0: Are you a temp?

Speaker speaker_1: Uh, yes, I'm with them.

Speaker speaker_0: Okay, what company are you a temp through?

Speaker speaker_1: Megaforce.

Speaker speaker_0: Thank you. All right, and then the last four of your Social?

Speaker speaker_1: 4215.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Trevon Holler.

Speaker speaker_0: All right, Mr. Holler, could you verify your address and date of birth for me?

Speaker speaker_1: Uh, I'm not sure if I put... Is it 504?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, yeah, 504 Brighton Park Drive and 11/18/2005.

Speaker speaker_0: And the rest of the address? I need the city, state and zip as well.

Speaker speaker_1: Okay, um, Greenville, North Carolina 27834.

Speaker speaker_0: Thank you. And then we have the phone number f- s- sorry, the phone number on file of 252-370-8396.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. All right, so it wasn't that it was blank, is that you selected both the option that you wanted insurance and the option that you didn't want insurance. So we were unable to tell if you wanted insurance or not from Megaforce.

Speaker speaker_1: Um, nah, I want, uh, no, I don't want to.

Speaker speaker_0: Okay, that's all we needed to verify. Uh, was there any other questions you had for me?

Speaker speaker_1: Um, no sir, that's all.

Speaker speaker_0: All right, thanks again for calling. Have a good day.

Speaker speaker_1: No problem, appreciate you.

Speaker speaker_0: You're very welcome, bye now.