

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? Yes, can you hear me? Yes, sir. I can hear you. All right. Um, uh, calling because open enrollment and I want to change the package that I'm in. Okay. What staffing company do you work with? MAU. All right. And the last four of your SSN? 1592. All right. Thank you, sir. Your first and last name? Ricky Mitchell. All right. Okay, Mr. Mitchell, could you verify your address and your date of birth for me please? 14782 3528 Cornwall Road, Augusta, Georgia 2906. Thank you. We've got a phone number on file for you at 706-513-6484. Is that correct? Correct. All right. Let's see here. Okay, so I show it looks like you're currently enrolled into the Ensure Plus Enhanced Dental and Vision policies. Uh, what changes were you looking to make, sir? Um, my medical one. Um, um, currently, it's, it's, that's not the, the best one y'all have, is it? I think that's the lowest one y'all have that I'm in, right? Okay. So, I can't say considered best or worst because that gets into the realm of recommendations, which we're not allowed to give. I can let you know of the two Ensure Plus plans available, that is the higher level of the two. I have the higher level of the two? Of, of the two Ensure Plus plans available, yes, sir. That's the higher level. So you have a cheaper one. That's what you're saying? Yes, there, there is a lower level plan called the Ensure Plus Basic. Yeah, that, that won't do me any good then if, if I'm already paying for the highest one. I thought maybe y'all had another one. Um, do I have the highest level of all three? Uh, there's only a single level of dental and vision, so there are no other levels of that one. Okay. Um, all right, man. Well, uh, I guess ain't no need to change, then. All right. Was there anything else? No.

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: Yes, can you hear me?

Speaker speaker_1: Yes, sir. I can hear you.

Speaker speaker_2: All right. Um, uh, calling because open enrollment and I want to change the package that I'm in.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: All right. And the last four of your SSN?

Speaker speaker_2: 1592.

Speaker speaker_1: All right. Thank you, sir. Your first and last name?

Speaker speaker_2: Ricky Mitchell.

Speaker speaker_1: All right. Okay, Mr. Mitchell, could you verify your address and your date of birth for me please?

Speaker speaker_2: 14782 3528 Cornwall Road, Augusta, Georgia 2906.

Speaker speaker_1: Thank you. We've got a phone number on file for you at 706-513-6484. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Let's see here. Okay, so I show it looks like you're currently enrolled into the Ensure Plus Enhanced Dental and Vision policies. Uh, what changes were you looking to make, sir?

Speaker speaker_2: Um, my medical one. Um, um, currently, it's, it's, that's not the, the best one y'all have, is it? I think that's the lowest one y'all have that I'm in, right?

Speaker speaker_1: Okay. So, I can't say considered best or worst because that gets into the realm of recommendations, which we're not allowed to give. I can let you know of the two Ensure Plus plans available, that is the higher level of the two.

Speaker speaker_2: I have the higher level of the two?

Speaker speaker_1: Of, of the two Ensure Plus plans available, yes, sir. That's the higher level.

Speaker speaker_2: So you have a cheaper one. That's what you're saying?

Speaker speaker_1: Yes, there, there is a lower level plan called the Ensure Plus Basic.

Speaker speaker_2: Yeah, that, that won't do me any good then if, if I'm already paying for the highest one. I thought maybe y'all had another one. Um, do I have the highest level of all three?

Speaker speaker_1: Uh, there's only a single level of dental and vision, so there are no other levels of that one.

Speaker speaker_2: Okay. Um, all right, man. Well, uh, I guess ain't no need to change, then.

Speaker speaker_1: All right. Was there anything else?

Speaker speaker_2: No.