

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 and a Card. This is Chris. How can I help you today, ma'am? Hi, how are you doing? Um, so, uh, basically, I started with an agency, uh, BGS Staffing. Okay. Um, I'm, I'm trying to take off, like, some of, you know, the enrollment that I've done. Okay. Uh, like the Medicare and, like, healthcare. I just want to take that off, uh, because I already have a health plan of my own. Okay. Let me pull your file up and see what we can do for you. What's the last four of your Social? 7974. And your first and last name? Carlos Cabrera. All right, Mr. Cabrera, could you verify your address and your date of birth for me? Uh, 6343 and it's going to be, uh, 11/15/1993. And what about the rest of the address? I need the city, state, and zip code. Oh, Lawrence, Lawrence, Lawrence, Massachusetts 01841. Thank you. Uh, phone on file of 259-8606? Correct. All right. Um, Mr. Cabrera, it does not look like we have any enrollment information on file for you. No enrollment form has been submitted and no online enrollment's been done, uh, so there is nothing to cancel at this time. Okay, yeah. Uh, so the only thing is, when I see my pay stub, it, it says that you guys take out, like, \$30, you know, for Medicare, um- For Medicare? And, yeah, that's when- Yeah, that sounds like a tax. Yeah, like, for tax-wise. Yeah, that has nothing to do with insurance, uh, premiums. Okay. So, yeah, that, that's, that's, that's just taxes. That's going to happen regardless. Um, okay. All right. I was just making sure because, you know, like, I already have, uh, health insurance of my own, and if my insurance finds out that I have another insurance, they're going to cancel my insurance because you can't have- Well- ... two insurances in Massachusetts. Right, well, you don't have another insurance policy, sir. You're not enrolled in anything. No, That's understandable. If, if it's part of the taxes, then that, that's, that's all right. I was just trying to make sure. Okay. Was there anything else? Uh, no, that was all today. All right, thanks for calling and have a good day. Thank you.

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 a Card. This is Chris. How can I help you today, ma'am?

Speaker speaker_2: Hi, how are you doing? Um, so, uh, basically, I started with an agency, uh, BGS Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I'm, I'm trying to take off, like, some of, you know, the enrollment that I've done.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, like the Medicare and, like, healthcare. I just want to take that off, uh, because I already have a health plan of my own.

Speaker speaker_1: Okay. Let me pull your file up and see what we can do for you. What's the last four of your Social?

Speaker speaker_2: 7974.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Carlos Cabrera.

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

Speaker speaker_2: Uh, 6343 and it's going to be, uh, 11/15/1993.

Speaker speaker_1: And what about the rest of the address? I need the city, state, and zip code.

Speaker speaker_2: Oh, Lawrence, Lawrence, Lawrence, Massachusetts 01841.

Speaker speaker_1: Thank you. Uh, phone on file of 259-8606?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Um, Mr. Cabrera, it does not look like we have any enrollment information on file for you. No enrollment form has been submitted and no online enrollment's been done, uh, so there is nothing to cancel at this time.

Speaker speaker_2: Okay, yeah. Uh, so the only thing is, when I see my pay stub, it, it says that you guys take out, like, \$30, you know, for Medicare, um-

Speaker speaker_1: For Medicare?

Speaker speaker_2: And, yeah, that's when-

Speaker speaker_1: Yeah, that sounds like a tax.

Speaker speaker_2: Yeah, like, for tax-wise.

Speaker speaker_1: Yeah, that has nothing to do with insurance, uh, premiums.

Speaker speaker_2: Okay.

Speaker speaker_1: So, yeah, that, that's, that's, that's just taxes. That's going to happen regardless.

Speaker speaker_2: Um, okay. All right. I was just making sure because, you know, like, I already have, uh, health insurance of my own, and if my insurance finds out that I have another insurance, they're going to cancel my insurance because you can't have-

Speaker speaker_1: Well-

Speaker speaker_2: ... two insurances in Massachusetts.

Speaker speaker_1: Right, well, you don't have another insurance policy, sir. You're not enrolled in anything.

Speaker speaker_2: No,

Speaker speaker_3: That's understandable. If, if it's part of the taxes, then that, that's, that's all right. I was just trying to make sure.

Speaker speaker_1: Okay. Was there anything else?

Speaker speaker_2: Uh, no, that was all today.

Speaker speaker_1: All right, thanks for calling and have a good day.

Speaker speaker_2: Thank you.