

## **Transcript: Chris Sofield**

**(deactivated)-4647213573029888-4873829184126976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, can I speak with Latrice Wilson? Yes, may I ask who's calling? My name is Chris. I'm with Benefits and a Card calling on behalf of On Track Staffing. How are you doing today? I'm okay. That's good to hear. Uh, before we continue, your call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that, uh, we received. You... looks like you filled this out a couple of days ago. Um- Yes. This form that you filled out, you selected that you wanted vision coverage, but then you also selected the option of no coverage, you wanted no insurance. But we also see that, uh, looks like back at the beginning of the month on the fifth, you went online and enrolled in two insurance coverage there. Uh, we're just trying to verify if you were truly looking for any insurance pla- uh, benefits from On Track or not. Yeah, I do. I want coverage. Okay. Um, all right. So, we do see here, like I said, you went online back on the fifth and enrolled in two, looks like everything that, uh, that On Track offers. But then this form that we have here only has vision selected. Uh, did you want only vision or did you want the other plans that you had originally signed up for? Uh, I wanted, uh, originally all the plans that I'm signed up for. Okay. Awesome. Thank you for clarifying that for me. That's all we needed to know. Okay, thank you. You're welcome. Have a good day.

### **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 Latrice Wilson?

Speaker speaker\_2: Yes, may I ask who's calling?

Speaker speaker\_1: My name is Chris. I'm with Benefits and a Card calling on behalf of On Track Staffing. How are you doing today?

Speaker speaker\_2: I'm okay.

Speaker speaker\_1: That's good to hear. Uh, before we continue, your call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that, uh, we received. You... looks like you filled this out a couple of days ago. Um-

Speaker speaker\_2: Yes.

Speaker speaker\_1: This form that you filled out, you selected that you wanted vision coverage, but then you also selected the option of no coverage, you wanted no insurance. But we also see that, uh, looks like back at the beginning of the month on the fifth, you went online and enrolled in two insurance coverage there. Uh, we're just trying to verify if you were truly looking for any insurance pla- uh, benefits from On Track or not.

Speaker speaker\_2: Yeah, I do. I want coverage.

Speaker speaker\_1: Okay. Um, all right. So, we do see here, like I said, you went online back on the fifth and enrolled in two, looks like everything that, uh, that On Track offers. But then this form that we have here only has vision selected. Uh, did you want only vision or did you want the other plans that you had originally signed up for?

Speaker speaker\_2: Uh, I wanted, uh, originally all the plans that I'm signed up for.

Speaker speaker\_1: Okay. Awesome. Thank you for clarifying that for me. That's all we needed to know.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You're welcome. Have a good day.