

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? H- You said, "Calling who," again? This is Benefits in a Card. We're a plan administrator for health insurance benefits for staffing companies. Oh, okay. I thought this was about a job. They said it looked like a job with Surge. Okay, okay. I had- And yeah, so- ... them misunderstood. No, you're fine. Do you... Uh, did you sign up to work through Surge Staffing? 'Cause they're one of the companies that we partner with. Yeah, I, I work with them and I thought- Okay. ... they were texting me about another job or something but this - No, uh, they're, they're advising you that as a new hire that they automatically enroll you into a health insurance plan. If you don't want that then you need to call us to let us know that. That's why it's telling you to give us a call. Okay, what's the health insurance plan? The plan that they automatically enroll you into is a preventative care plan. It covers things like physicals, vaccines, cancer screenings, uh, Pap smears, bir- birth control, uh, services like that. Um, but, uh, it's kind of only that preventative care services. Uh, there are other plans that they offer, um, but that's just the one that they automatically enroll you into. If you want to kind of take a look over everything they have, if you want to provide me with an email address I can email you that information packet and then you can give us a call back to let us know if you either want to enroll in anything or if you want to decline all insurance en- entirely. Okay. Um, I can give you an email and you can send that over to me and I'll give you all a call back. Okay. Yeah, bear with me just a moment to get to that. Okay. And then what's your email address, ma'am? It's going to be B-R-I-Y-A-N-N-A-G-R-E-E-N123@Gmail.com. BriannaGreen- It's gonna say BriannaGreen123- ... 123@Gmail? ... @Gmail.com. Got it. All right. So I'll send this information on over to you. Go ahead and give this a read through and then just give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just please make sure that, um, if you either wish to enroll or if you wish that you don't want any insurance from them, you still give us a call back. That way we can go ahead and make- Mm-hmm. ... sure that you either get, uh, get enrolled into what you want or you don't get enrolled into anything at all, okay? Okay, thank you. No problem. Thanks for calling and have a wonderful day. You do the same, thank you. All right, 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: H- You said, "Calling who," again?

Speaker speaker\_0: This is Benefits in a Card. We're a plan administrator for health insurance benefits for staffing companies.

Speaker speaker\_1: Oh, okay. I thought this was about a job They said it looked like a job with Surge. Okay, okay. I had-

Speaker speaker\_0: And yeah, so-

Speaker speaker\_1: ... them misunderstood.

Speaker speaker\_0: No, you're fine. Do you... Uh, did you sign up to work through Surge Staffing? 'Cause they're one of the companies that we partner with.

Speaker speaker\_1: Yeah, I, I work with them and I thought-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... they were texting me about another job or something but this -

Speaker speaker\_0: No, uh, they're, they're advising you that as a new hire that they automatically enroll you into a health insurance plan. If you don't want that then you need to call us to let us know that. That's why it's telling you to give us a call.

Speaker speaker\_1: Okay, what's the health insurance plan?

Speaker speaker\_0: The plan that they automatically enroll you into is a preventative care plan. It covers things like physicals, vaccines, cancer screenings, uh, Pap smears, bir- birth control, uh, services like that. Um, but, uh, it's kind of only that preventative care services. Uh, there are other plans that they offer, um, but that's just the one that they automatically enroll you into. If you want to kind of take a look over everything they have, if you want to provide me with an email address I can email you that information packet and then you can give us a call back to let us know if you either want to enroll in anything or if you want to decline all insurance en- entirely.

Speaker speaker\_1: Okay. Um, I can give you an email and you can send that over to me and I'll give you all a call back.

Speaker speaker\_0: Okay. Yeah, bear with me just a moment to get to that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then what's your email address, ma'am?

Speaker speaker\_1: It's going to be B-R-I-Y-A-N-N-A-G-R-E-E-N123@Gmail.com.

Speaker speaker\_0: BriannaGreen-

Speaker speaker\_1: It's gonna say BriannaGreen123-

Speaker speaker\_0: ... 123@Gmail?

Speaker speaker\_1: ... @Gmail.com.

Speaker speaker\_0: Got it. All right. So I'll send this information on over to you. Go ahead and give this a read through and then just give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just please make sure that, um, if you either wish to enroll or if you wish that you don't want any insurance from them, you still give us a call back. That way we can go ahead and make-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... sure that you either get, uh, get enrolled into what you want or you don't get enrolled into anything at all, okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Thanks for calling and have a wonderful day.

Speaker speaker\_1: You do the same, thank you.

Speaker speaker\_0: All right, bye now.