

Transcript: Chris Sofield

(deactivated)-4795478409527296-5096062366826496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Henry Jordan? Yes, this is him. Hi, Mr. Jordan. This is Chris with Benefits and a Card returning a call y- uh, voicemail you left a, a couple hours ago? Yes, I have a, I guess, insurance through WorkSource and they gave me the number that calls my, my, uh, health insurance. Okay. Uh, before we continue, call is being recorded for quality assurance and training purposes. Uh, what questions did you have regarding your insurance, sir? I just need to know, uh, will we get cards in the mail or make sure everything's good with it? Oh, no problem. Yes, sir. So I'm showing it looks like we have an enrollment on file for... It looks like medical, dental, vision, life, illness, accident, behavioral health, and identity protection. All of this for employee and spouse, totaling of \$56.37 per week. Uh- Okay. ... nothing's active as of yet. However, we're still waiting on WorkSource to make those deductions. Uh, once those deductions happen, uh, your policy should become effective the following Monday, uh, with ID cards typically arriving about a week or two after that effective date. Okay. All right. That's what I needed to know. All right then. Thanks for taking the time to speak with me. You have a wonderful day. All right. Thank you. You too. Mm-bye. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Can I speak with Henry Jordan?

Speaker speaker_2: Yes, this is him.

Speaker speaker_1: Hi, Mr. Jordan. This is Chris with Benefits and a Card returning a call y- uh, voicemail you left a, a couple hours ago?

Speaker speaker_2: Yes, I have a, I guess, insurance through WorkSource and they gave me the number that calls my, my, uh, health insurance.

Speaker speaker_1: Okay. Uh, before we continue, call is being recorded for quality assurance and training purposes. Uh, what questions did you have regarding your insurance, sir?

Speaker speaker_2: I just need to know, uh, will we get cards in the mail or make sure everything's good with it?

Speaker speaker_1: Oh, no problem. Yes, sir. So I'm showing it looks like we have an enrollment on file for... It looks like medical, dental, vision, life, illness, accident, behavioral health, and identity protection. All of this for employee and spouse, totaling of \$56.37 per week. Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... nothing's active as of yet. However, we're still waiting on WorkSource to make those deductions. Uh, once those deductions happen, uh, your policy should become effective the following Monday, uh, with ID cards typically arriving about a week or two after that effective date.

Speaker speaker_2: Okay. All right. That's what I needed to know.

Speaker speaker_1: All right then. Thanks for taking the time to speak with me. You have a wonderful day.

Speaker speaker_2: All right. Thank you. You too. Mm-bye.

Speaker speaker_1: Bye now.