

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. This is Shannon. I wanted to enroll into some medical insurance. Okay. What staffing company do you work with? Uh, Creative Circle. And the last four of your Social? 1310. Thank you. And your last name? Morse, M-O-R-S-E. Thank you. Ms. Morse, could you verify your address and date of birth for me, please? Yeah. It's gonna be 65488 Kentucky Road in Bend, Oregon 97703. And then date of birth is 8/21/1992. Okay. We have a phone number on file of 916-539-0465. Is that correct? Yes. All right. And did you have an idea of what you wanted to enroll into? Yes, I did. Um, I wanted to enroll into the Ensure Plus Basic. Okay. And then to add dental, vision and term life bundle. Okay. Anything else? That's gonna be it. And was this for just yourself or are you covering anyone else? Yeah, this is just for me. All right. Ensure Plus Basic and dental, vision, life bundle totals to \$25.11 per week. Okay. Do we authorize Creative Circle to make these deductions? Yes. All right. It's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks the Monday following- OK. ... the first deduction is when the policy becomes effective, with ID cards arriving typically a week or two later. OK. Um- Anything- So will that start... Will that start on February 10th, then? Depending on whenever the first deduction happens, ma'am. OK. OK. All right. Anything else? OK. Thank you so much. That's gonna be it. All right. If that's everything, thanks again for calling out, and have a wonderful day. Thanks. You too. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi, Chris. This is Shannon. I wanted to enroll into some medical insurance.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Uh, Creative Circle.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 1310.

Speaker speaker\_0: Thank you. And your last name?

Speaker speaker\_1: Morse, M-O-R-S-E.

Speaker speaker\_0: Thank you. Ms. Morse, could you verify your address and date of birth for me, please?

Speaker speaker\_1: Yeah. It's gonna be 65488 Kentucky Road in Bend, Oregon 97703. And then date of birth is 8/21/1992.

Speaker speaker\_0: Okay. We have a phone number on file of 916-539-0465. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And did you have an idea of what you wanted to enroll into?

Speaker speaker\_1: Yes, I did. Um, I wanted to enroll into the Ensure Plus Basic.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then to add dental, vision and term life bundle.

Speaker speaker\_0: Okay. Anything else?

Speaker speaker\_1: That's gonna be it.

Speaker speaker\_0: And was this for just yourself or are you covering anyone else?

Speaker speaker\_1: Yeah, this is just for me.

Speaker speaker\_0: All right. Ensure Plus Basic and dental, vision, life bundle totals to \$25.11 per week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do we authorize Creative Circle to make these deductions?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. It's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks the Monday following-

Speaker speaker\_1: OK.

Speaker speaker\_0: ... the first deduction is when the policy becomes effective, with ID cards arriving typically a week or two later.

Speaker speaker\_1: OK. Um-

Speaker speaker\_0: Anything-

Speaker speaker\_1: So will that start... Will that start on February 10th, then?

Speaker speaker\_0: Depending on whenever the first deduction happens, ma'am.

Speaker speaker\_1: OK. OK.

Speaker speaker\_0: All right. Anything else?

Speaker speaker\_1: OK. Thank you so much. That's gonna be it.

Speaker speaker\_0: All right. If that's everything, thanks again for calling out, and have a wonderful day.

Speaker speaker\_1: Thanks. You too.

Speaker speaker\_0: Bye now.

Speaker speaker\_1: Bye.