

Transcript: Chris Sofield

(deactivated)-4833267065765888-6340415432114176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris, how can I help you today? Hi, Chris. My name is Pablo Garcia and I work for Versitella, and they gave me your, this number for health insurance. Okay. And I'm sorry, what staffing company did you say you were with? Uh, Versitella. Okay. And the last four of your Social? Uh, 5441. Okay. You said his last name is Garcia- ... can you give me the first name again? I'm sorry, excuse me. Pablo. Pablo? P-A-B-L-O. Okay. Uh, we... It looks like in order to enroll you into any insurance from Versitella, um, we'll need to create a file on our system for you. Okay. In order to do that, I'm going to need to get more information from you, starting with- Okay. ... uh, we'll need to get your full Social at this time. My full Social? Yes, sir. It's... Oh, god, I'm losing my memory. 549-15-5441. Okay. Uh, what is your current mailing address? Um, 3420 East Dakota Drive, San Tan Valley, 85143, I believe it is. I just moved up here so I'm not sure of that. I'm trying to find it on my phone. Oh. You said it was San Tan Valley 85143. What state is that? Yeah, Arizona. Okay, thank you. And then, uh, your date of birth? Uh, 5/15/67. Thank you. And then, a good phone number for you? Uh, 479-316-9107. Thank you. And then, did you have an idea of what kind of insurance you wanted to enroll into from Versitella? No, I don't even know what they have to offer. She just told me to call this number for insurance. Okay. Um, so they offer a couple of different options. They offer, um, medical, uh, dental, vision, short-term disability, life insurance, um, and then, uh, identity protection and a standalone prescription policy for things like, uh, just for medications. Um, if you, if you would like, like, uh, some information to go over on what, what exactly those all are and then how much they'll cost coming out of your check every week, um, if you want to provide me with an email address I can send you an information packet that goes over the plans that they offer. Sure. Awesome. Okay. It's, um, pegarcia367@icloud.com. Okay. All right, uh, Mr. Garcia, I'll send this email on over to you. This is going to come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder, it may have gotten filtered there. Now, um- Yeah. ... the... It is going to state that it is for Tera Staffing, um, that is the name that Versitella uses. Uh-huh. Yeah, that's what they used to be called. Yeah. So- Yeah. Uh, just didn't, just didn't want you to get confused by it. It's still the same benefits. Um... Yeah. But just give that a read through, uh, give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Uh, just, we'll be closed for Thanksgiving, tomorrow and Friday, um. Okay. And then, uh, you've got 30 days from the date of your first check in order to enroll into any benefits. So, as long as you get- Okay. ... back with us during that window, we'll be able to get you enrolled, okay? Awesome. Thank you. I appreciate your time. No problem. Anything else? That's it. Have a good day. All right. Thank... You as well. Thanks for calling. Bye now. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris, how can I help you today?

Speaker speaker_2: Hi, Chris. My name is Pablo Garcia and I work for Versitella, and they gave me your, this number for health insurance.

Speaker speaker_1: Okay. And I'm sorry, what staffing company did you say you were with?

Speaker speaker_2: Uh, Versitella.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: Uh, 5441.

Speaker speaker_1: Okay. You said his last name is Garcia- ... can you give me the first name again?

Speaker speaker_2: I'm sorry, excuse me. Pablo.

Speaker speaker_1: Pablo?

Speaker speaker_2: P-A-B-L-O.

Speaker speaker_1: Okay. Uh, we... It looks like in order to enroll you into any insurance from Versitella, um, we'll need to create a file on our system for you.

Speaker speaker_2: Okay.

Speaker speaker_1: In order to do that, I'm going to need to get more information from you, starting with-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, we'll need to get your full Social at this time.

Speaker speaker_2: My full Social?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: It's... Oh, god, I'm losing my memory. 549-15-5441.

Speaker speaker_1: Okay. Uh, what is your current mailing address?

Speaker speaker_2: Um, 3420 East Dakota Drive, San Tan Valley, 85143, I believe it is. I just moved up here so I'm not sure of that. I'm trying to find it on my phone. Oh.

Speaker speaker_1: You said it was San Tan Valley 85143. What state is that?

Speaker speaker_2: Yeah, Arizona.

Speaker speaker_1: Okay, thank you. And then, uh, your date of birth?

Speaker speaker_2: Uh, 5/15/67.

Speaker speaker_1: Thank you. And then, a good phone number for you?

Speaker speaker_2: Uh, 479-316-9107.

Speaker speaker_1: Thank you. And then, did you have an idea of what kind of insurance you wanted to enroll into from Versitella?

Speaker speaker_2: No, I don't even know what they have to offer. She just told me to call this number for insurance.

Speaker speaker_1: Okay. Um, so they offer a couple of different options. They offer, um, medical, uh, dental, vision, short-term disability, life insurance, um, and then, uh, identity protection and a standalone prescription policy for things like, uh, just for medications. Um, if you, if you would like, like, uh, some information to go over on what, what exactly those all are and then how much they'll cost coming out of your check every week, um, if you want to provide me with an email address I can send you an information packet that goes over the plans that they offer.

Speaker speaker_2: Sure. Awesome. Okay. It's, um, pegarcia367@icloud.com.

Speaker speaker_1: Okay. All right, uh, Mr. Garcia, I'll send this email on over to you. This is going to come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder, it may have gotten filtered there. Now, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the... It is going to state that it is for Tera Staffing, um, that is the name that Versitella uses.

Speaker speaker_2: Uh-huh. Yeah, that's what they used to be called.

Speaker speaker_1: Yeah. So-

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, just didn't, just didn't want you to get confused by it. It's still the same benefits. Um...

Speaker speaker_2: Yeah.

Speaker speaker_1: But just give that a read through, uh, give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Uh, just, we'll be closed for Thanksgiving, tomorrow and Friday, um.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, uh, you've got 30 days from the date of your first check in order to enroll into any benefits. So, as long as you get-

Speaker speaker_2: Okay.

Speaker speaker_1: ... back with us during that window, we'll be able to get you enrolled, okay?

Speaker speaker_2: Awesome. Thank you. I appreciate your time.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: That's it. Have a good day.

Speaker speaker_1: All right. Thank... You as well. Thanks for calling. Bye now.

Speaker speaker_2: Bye.