

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored for quality assurance purposes. Hi, good afternoon. Can I speak with Carl McLoughlin? This is Carl McLoughlin. Hi, Mr. McLoughlin. This is Chris with Benefits in a Card calling on behalf of ATC Healthcare. How are you doing today? I'm good. That's good to hear. Before we continue, this call is being recorded for quality assurance and training purposes. You're calling regarding a voicemail you left with us over the weekend, uh, looks like requesting a copy of your ID card. No, I didn't get my ID card. Okay. Yes. So looking at your file, you're not currently enrolled in any insurance that would give you an a- any sort of ID card. You're, you don't have any enrollment on file, uh, so no ID card exists. Um- So- ... if you're- So how do I- Go ahead. Mm-hmm. So, so how do I enroll to get one? Um, let me take a look here. So, let me check real quick. Okay. Um, um, technically you are just outside of the window that would normally be allowed to do a core enrollment. It's usually 30 days after your first e- uh, after your first paycheck is in the window and we're just outside of that. However, given that you did give us a call over the weekend and we were not here, uh, we can go ahead and give you, uh, today to make any final decisions. Um, you have until the end of business day today, which is 8:00 PM Eastern to be able to enroll into anything. Um, um, did you, uh, see information and go it over? Did you have an idea of what kind of insurance you wanted to enroll into or anything like that? No. Update me with that. No, what kind of insurance you guys talking about? So this is for like the medical insurance, so like medical, dental, vision, uh, life insurance, things like that. Oh. Were you looking to enroll in anything like that? I'mma think about this and call you back. How's that? How is that? You're gonna think it over and give us a call back? Yeah, like me, I'm, I'm, I ain't got a rush how I'm doing right now, right? So you, um, you don't have to make a decision at this very moment, but we will, we'll only be able to allow an extension until we close today at 8:00 PM. Um, if you would like some information on what's available, I can send you an email with an information packet that goes over all the plans ATC offers you know? Sounds good. Okay. Can you confirm, do you have your email carlmcloughlin969@gmail.com? Yeah. All right. Well, I'll send this information packet over to you. Uh, this is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give it a read through and then just give us a call back once you have an idea of what you want to enroll into, okay? Sounds good. All right then. Um, thank you for taking time to speak with me, sir. You have a wonderful day. You too. All right. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Can I speak with Carl McLoughlin?

Speaker speaker\_2: This is Carl McLoughlin.

Speaker speaker\_1: Hi, Mr. McLoughlin. This is Chris with Benefits in a Card calling on behalf of ATC Healthcare. How are you doing today?

Speaker speaker\_2: I'm good.

Speaker speaker\_1: That's good to hear. Before we continue, this call is being recorded for quality assurance and training purposes. You're calling regarding a voicemail you left with us over the weekend, uh, looks like requesting a copy of your ID card.

Speaker speaker\_2: No, I didn't get my ID card.

Speaker speaker\_1: Okay. Yes. So looking at your file, you're not currently enrolled in any insurance that would give you an a- any sort of ID card. You're, you don't have any enrollment on file, uh, so no ID card exists. Um-

Speaker speaker\_2: So-

Speaker speaker\_1: ... if you're-

Speaker speaker\_2: So how do I-

Speaker speaker\_1: Go ahead. Mm-hmm.

Speaker speaker\_2: So, so how do I enroll to get one?

Speaker speaker\_1: Um, let me take a look here. So, let me check real quick. Okay. Um, um, technically you are just outside of the window that would normally be allowed to do a core enrollment. It's usually 30 days after your first e- uh, after your first paycheck is in the window and we're just outside of that. However, given that you did give us a call over the weekend and we were not here, uh, we can go ahead and give you, uh, today to make any final decisions. Um, you have until the end of business day today, which is 8:00 PM Eastern to be able to enroll into anything. Um, um, did you, uh, see information and go it over? Did you have an idea of what kind of insurance you wanted to enroll into or anything like that?

Speaker speaker\_2: No. Update me with that. No, what kind of insurance you guys talking about?

Speaker speaker\_1: So this is for like the medical insurance, so like medical, dental, vision, uh, life insurance, things like that.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Were you looking to enroll in anything like that?

Speaker speaker\_2: I'mma think about this and call you back. How's that? How is that?

Speaker speaker\_1: You're gonna think it over and give us a call back?

Speaker speaker\_2: Yeah, like me, I'm, I'm, I ain't got a rush how I'm doing right now, right?

Speaker speaker\_1: So you, um, you don't have to make a decision at this very moment, but we will, we'll only be able to allow an extension until we close today at 8:00 PM. Um, if you would like some information on what's available, I can send you an email with an information packet that goes over all the plans ATC offers you know?

Speaker speaker\_2: Sounds good.

Speaker speaker\_1: Okay. Can you confirm, do you have your email carlmcloughlin969@gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. Well, I'll send this information packet over to you. Uh, this is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Give it a read through and then just give us a call back once you have an idea of what you want to enroll into, okay?

Speaker speaker\_2: Sounds good.

Speaker speaker\_1: All right then. Um, thank you for taking time to speak with me, sir. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye now.