

Transcript: Chris Sofield

(deactivated)-5107260302082048-5132902229917696

Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Yeah, I'm trying to enroll, and, uh, after many login problems, I logged in on my phone, and, uh, it won't let me enroll. It said to call you guys, so I'm calling you guys. Okay. What staffing company do you work with? Verstella. Thank you. And the last four of your Social? 9078. Thank you. Your first and last name? Patrick Beach. Thank you. Mr. Beach, could you verify your address and date of birth for me, please? 537 Cardins Court in Erie, 10/09/69. Okay. You have a phone on file of 819-1671, is that correct? Yes. All right. And, uh, did you have an idea of what you wanted to enroll into? Yeah. I'm just curious why I can't enroll. Uh, I wouldn't know, uh, right off the top of my head. I'd have to send, uh, an email to our back office teams to see if there's an issue with the online portal. But if you know what you want to enroll into, you can just let me know, and I can enter that into the system. Yeah. No, um, yeah. What is, uh... oh, nevermind. We'll just do this. Uh, where's the checklist here? Okay, yeah. I'm ready. All right. What, uh, what were we looking at? Uh, let's do the Stay Healthy MEC TeleRX. All right. Just for the employee. All right. Stay Healthy TeleRX, employee only. Anything else? Yeah, lots more. Uh, the VIP Standard bundle. All right. And, uh, dental. All right. Disability. Got it. Vision. All right. Free RX. Uh, Free RX is bundled with the Stay Healthy TeleRX. Okay, groovy. All right. Anything else? No, and I have no other insurance. Got it. So, Stay Healthy TeleRX, VIP Standard bundle, dental, vision and short-term disability, and this is all for employee only, correct? Correct. All right. This is a total of \$50.69 per week. Do we authorize Verstella to make those deductions? Per week? Per week, yes, sir. Jesus. Um... that's nuts. 200 a month. Wow, that's a lot. Well, just forget everything. I'll call back, uh, when I've figured this out. That's way too much money. Understood. Um, was there anything else I could help you with for right now? No, thank you. All right. Thanks again for calling and have a good day. You too. Bye-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: Yeah, I'm trying to enroll, and, uh, after many login problems, I logged in on my phone, and, uh, it won't let me enroll. It said to call you guys, so I'm calling you guys.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Verstella.

Speaker speaker_0: Thank you. And the last four of your Social?

Speaker speaker_1: 9078.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Patrick Beach.

Speaker speaker_0: Thank you. Mr. Beach, could you verify your address and date of birth for me, please?

Speaker speaker_1: 537 Cardins Court in Erie, 10/09/69.

Speaker speaker_0: Okay. You have a phone on file of 819-1671, is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And, uh, did you have an idea of what you wanted to enroll into?

Speaker speaker_1: Yeah. I'm just curious why I can't enroll.

Speaker speaker_0: Uh, I wouldn't know, uh, right off the top of my head. I'd have to send, uh, an email to our back office teams to see if there's an issue with the online portal. But if you know what you want to enroll into, you can just let me know, and I can enter that into the system.

Speaker speaker_1: Yeah. No, um, yeah. What is, uh... oh, nevermind. We'll just do this. Uh, where's the checklist here? Okay, yeah. I'm ready.

Speaker speaker_0: All right. What, uh, what were we looking at?

Speaker speaker_1: Uh, let's do the Stay Healthy MEC TeleRX.

Speaker speaker_0: All right.

Speaker speaker_1: Just for the employee.

Speaker speaker_0: All right. Stay Healthy TeleRX, employee only. Anything else?

Speaker speaker_1: Yeah, lots more. Uh, the VIP Standard bundle.

Speaker speaker_0: All right.

Speaker speaker_1: And, uh, dental.

Speaker speaker_0: All right.

Speaker speaker_1: Disability.

Speaker speaker_0: Got it.

Speaker speaker_1: Vision.

Speaker speaker_0: All right.

Speaker speaker_1: Free RX.

Speaker speaker_0: Uh, Free RX is bundled with the Stay Healthy TeleRX.

Speaker speaker_1: Okay, groovy.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: No, and I have no other insurance.

Speaker speaker_0: Got it. So, Stay Healthy TeleRX, VIP Standard bundle, dental, vision and short-term disability, and this is all for employee only, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. This is a total of \$50.69 per week. Do we authorize Verstella to make those deductions?

Speaker speaker_1: Per week?

Speaker speaker_0: Per week, yes, sir.

Speaker speaker_1: Jesus. Um... that's nuts. 200 a month. Wow, that's a lot. Well, just forget everything. I'll call back, uh, when I've figured this out. That's way too much money.

Speaker speaker_0: Understood. Um, was there anything else I could help you with for right now?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. Thanks again for calling and have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.