

Transcript: Chris Sofield

(deactivated)-5248861395795968-6529784623972352

Full Transcript

Thank you for calling Benefits and Card. This is Chris. How can I help you today? Hi, Chris. Um, I just received a text message from your company. I just wanted a little bit more, like, information on it. Um... Yeah. What exactly did the text say, ma'am? Okay. So, I have a text message that says, "Congrats on your job with ATC. You have 30 days from your first paycheck to enroll. Call Benefits and ACard at this number to enroll before your window closes." Okay. Yeah, so that's just advising that as a new hire with ATC, they offer health insurance benefits to all new hires, and you have a 30-day window from the date of your first paycheck to enroll in any health insurance if you wish to do so. Okay. And now, I was just wondering, um, what company are you connected with? Only because the company I just recently got hired onto, um, said that because I am an independent contractor, I do not receive any benefits, so... That would- that would be- that would most likely be, uh, you don't receive benefits from where you, from the- the contract that you got through ATC. However, these are benefits through ATC directly. Uh-huh. Okay, so this is just offering benefits? Yeah. This- this is ATC Healthcare, uh, uh, the staffing company offering you health insurance benefits. Mm-hmm. So, are you connected with Pure Heart- N- no. We're connected with A- ... Heart Care? No. We're, uh, we're connected with ATC. ATC, yeah. I'm just trying to figure out what's the third party, how you got my information, how- From- ... I- I- From ATC. Right, but I don't... My question is like, I don't remember contacting or reaching out to ATC, so I don't know how they're reaching out to me. I want to know- The- ... through what- Okay. ... third party are they coming from. ATC is a... All right. So, do you work through the staffing company, ATC? Is that where you got your current job at? I- No, I'm not familiar with ATC. Okay, so there- there's the confusion. Someone put your phone number- Okay. ... down as their own number through... And they work for ATC, so you got the text instead of them by accident. Okay. Got it. You can just reply stop to that and opt out of all communication. Got it. Okay, thank you so much. You're welcome. Have a good day. Okay. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. Um, I just received a text message from your company. I just wanted a little bit more, like, information on it. Um...

Speaker speaker_0: Yeah. What exactly did the text say, ma'am?

Speaker speaker_1: Okay. So, I have a text message that says, "Congrats on your job with ATC. You have 30 days from your first paycheck to enroll. Call Benefits and ACard at this number to enroll before your window closes."

Speaker speaker_0: Okay. Yeah, so that's just advising that as a new hire with ATC, they offer health insurance benefits to all new hires, and you have a 30-day window from the date of your first paycheck to enroll in any health insurance if you wish to do so.

Speaker speaker_1: Okay. And now, I was just wondering, um, what company are you connected with? Only because the company I just recently got hired onto, um, said that because I am an independent contractor, I do not receive any benefits, so...

Speaker speaker_0: That would- that would be- that would most likely be, uh, you don't receive benefits from where you, from the- the contract that you got through ATC. However, these are benefits through ATC directly.

Speaker speaker_1: Uh-huh. Okay, so this is just offering benefits?

Speaker speaker_0: Yeah. This- this is ATC Healthcare, uh, uh, the staffing company offering you health insurance benefits.

Speaker speaker_1: Mm-hmm. So, are you connected with Pure Heart-

Speaker speaker_0: N- no. We're connected with A-

Speaker speaker_1: ... Heart Care?

Speaker speaker_0: No. We're, uh, we're connected with ATC.

Speaker speaker_1: ATC, yeah. I'm just trying to figure out what's the third party, how you got my information, how-

Speaker speaker_0: From-

Speaker speaker_1: ... I- I-

Speaker speaker_0: From ATC.

Speaker speaker_1: Right, but I don't... My question is like, I don't remember contacting or reaching out to ATC, so I don't know how they're reaching out to me. I want to know-

Speaker speaker_0: The-

Speaker speaker_1: ... through what-

Speaker speaker_0: Okay.

Speaker speaker_1: ... third party are they coming from.

Speaker speaker_0: ATC is a... All right. So, do you work through the staffing company, ATC? Is that where you got your current job at?

Speaker speaker_1: I- No, I'm not familiar with ATC.

Speaker speaker_0: Okay, so there- there's the confusion. Someone put your phone number-

Speaker speaker_1: Okay.

Speaker speaker_0: ... down as their own number through... And they work for ATC, so you got the text instead of them by accident.

Speaker speaker_1: Okay. Got it.

Speaker speaker_0: You can just reply stop to that and opt out of all communication.

Speaker speaker_1: Got it. Okay, thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Okay. Bye.