

## **Transcript: Chris Sofield**

**(deactivated)-5264432670228480-5323258555580416**

### **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? C- Can you repeat? Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yes. I was calling to see what was Benefits in a Cards... We are a plan administrator for health insurance benefits for staffing companies. Oh, okay. Thank you, sir. I was just trying to proceed for my company. All right. The, uh... Were you looking to enroll into any insurance? No. I think I'm already auto enrolled already. Okay. Um, what... Do you work with a staffing company? Yes. I got a, um, text. It was like, "Congratulations on your job research. You'll be auto enrolled for your... auto enrolled in BIC," or something like that. Oh, okay. So, um, yes. That's search staffing advising that, as a new hire with them, they will automatically enroll you into a health insurance plan 30 days after your first paycheck. All right. Now, if you do not want that insurance policy, we can opt you out of it. I would just need a little bit of information from you to be able to access your file in our system to get that done. All right. Thanks. Were you looking to opt out at this time? Uh, not yet. No. I'm still, um, getting back at my job. All right, sir. Anything else? No, sir. Thanks. You're welcome. Thanks for calling and have a good day. Sure. All right.

### **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: C- Can you repeat?

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Uh, yes. I was calling to see what was Benefits in a Cards...

Speaker speaker\_1: We are a plan administrator for health insurance benefits for staffing companies.

Speaker speaker\_2: Oh, okay. Thank you, sir. I was just trying to proceed for my company.

Speaker speaker\_1: All right. The, uh... Were you looking to enroll into any insurance?

Speaker speaker\_2: No. I think I'm already auto enrolled already.

Speaker speaker\_1: Okay. Um, what... Do you work with a staffing company?

Speaker speaker\_2: Yes. I got a, um, text. It was like, "Congratulations on your job research. You'll be auto enrolled for your... auto enrolled in BIC," or something like that.

Speaker speaker\_1: Oh, okay. So, um, yes. That's search staffing advising that, as a new hire with them, they will automatically enroll you into a health insurance plan 30 days after your first paycheck.

Speaker speaker\_2: All right.

Speaker speaker\_1: Now, if you do not want that insurance policy, we can opt you out of it. I would just need a little bit of information from you to be able to access your file in our system to get that done.

Speaker speaker\_2: All right. Thanks.

Speaker speaker\_1: Were you looking to opt out at this time?

Speaker speaker\_2: Uh, not yet. No. I'm still, um, getting back at my job.

Speaker speaker\_1: All right, sir. Anything else?

Speaker speaker\_2: No, sir. Thanks.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: Sure. All right.