

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Uh, um, I just got a text telling me something about benefits. I was trying to figure out, like, uh, what is that and how to do it. So, we're a plan administrator for health insurance benefits for staffing companies. Sounds like, uh, you work with a company that may possibly be in, like, open enrollment and is allowing their employees to enroll into insurance benefits if you wish. Uh, but that's what that's about. Uh, how much, uh, how much was it? Um, it depends on the insurance policy you select, the, uh, combination of policies you select, and who all you cover on the plans. Um... Uh, that's good. What staffing company do you work with, sir? Crown. Crown. Um, okay. Did it say something about you being eligible for benefits or something about automatic enrollment? Uh, hold on. It said Crown Services... It say, "Open, open enrollment." Okay. So yeah, that's, um... Yeah, that's just advising that you are eligible to enroll with the insurance benefits. Um- Oh, no, I don't want it. Okay, now, I do know that Crown Staffing does an automatic enrollment process as well, I believe. Let me double-check this. Uh, but if they do, if you do not want any insurance benefits from them, then I will need to at least access your file in our system to opt you out of all insurance benefits. Okay. Yeah. Um, what's the last four of your Social? 7892. And your first and last name? Demarion Cochrane. D-E-M-A-R-R-I-O-N. Cochrane. C-O-C-H-R-A-N-E. All right. Uh, can you verify your address and date of birth for me, Mr. Cochrane? 605 Richards Street, Apartment C. Date of birth, 6/13/1995. And the rest of the address? I need the city, state and zip as well. Uh, uh, Hoserville, Kentucky. Okay. And the zip code? Uh, 42240. Thank you. I've got a phone on file a 217-381-0735? Yes. All right, thank you. Uh, looks like your file's already opted out of the automatic enrollment, so you're good to go. Okay. Yeah, that's just a, that's just a reminder or just an automated notification that if you wanted to enroll into anything, now's the time to do so. Okay. All right. Thank you. You're welcome. Thanks for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, um, I just got a text telling me something about benefits. I was trying to figure out, like, uh, what is that and how to do it.

Speaker speaker_1: So, we're a plan administrator for health insurance benefits for staffing companies. Sounds like, uh, you work with a company that may possibly be in, like, open enrollment and is allowing their employees to enroll into insurance benefits if you wish. Uh, but that's what that's about.

Speaker speaker_2: Uh, how much, uh, how much was it?

Speaker speaker_1: Um, it depends on the insurance policy you select, the, uh, combination of policies you select, and who all you cover on the plans. Um...

Speaker speaker_2: Uh, that's good.

Speaker speaker_1: What staffing company do you work with, sir?

Speaker speaker_2: Crown.

Speaker speaker_1: Crown. Um, okay. Did it say something about you being eligible for benefits or something about automatic enrollment?

Speaker speaker_2: Uh, hold on. It said Crown Services... It say, "Open, open enrollment."

Speaker speaker_1: Okay. So yeah, that's, um... Yeah, that's just advising that you are eligible to enroll with the insurance benefits. Um-

Speaker speaker_2: Oh, no, I don't want it.

Speaker speaker_1: Okay, now, I do know that Crown Staffing does an automatic enrollment process as well, I believe. Let me double-check this. Uh, but if they do, if you do not want any insurance benefits from them, then I will need to at least access your file in our system to opt you out of all insurance benefits.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: Um, what's the last four of your Social?

Speaker speaker_2: 7892.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Demarion Cochrane. D-E-M-A-R-R-I-O-N. Cochrane. C-O-C-H-R-A-N-E.

Speaker speaker_1: All right. Uh, can you verify your address and date of birth for me, Mr. Cochrane?

Speaker speaker_2: 605 Richards Street, Apartment C. Date of birth, 6/13/1995.

Speaker speaker_1: And the rest of the address? I need the city, state and zip as well.

Speaker speaker_2: Uh, uh, Hoserville, Kentucky.

Speaker speaker_1: Okay. And the zip code?

Speaker speaker_2: Uh, 42240.

Speaker speaker_1: Thank you. I've got a phone on file a 217-381-0735?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, thank you. Uh, looks like your file's already opted out of the automatic enrollment, so you're good to go.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, that's just a, that's just a reminder or just an automated notification that if you wanted to enroll into anything, now's the time to do so.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.