

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 and a Card, this is Chris. How can I help you today? Oh, yes. My name is Fesha Coons. Um, I think someone had been calling me lately and I've been at work, couldn't ever answer. Um, I have insurance through Megaforce and I'm trying to get a card. Okay. Mm-hmm. Um, let me see... Yeah, let me see if I can help you with getting that, that card. What's the last four of your social, ma'am? 5089. Thank you. Uh, Ms. Coons, could you verify your address and date of birth for me? 1561 Bonnie Lane, Kinston, North Carolina 28501. 12/15/1981. All right. Phone on file we have is 252-620-80805. Is that correct? That's correct. All right. I'm not showing that you're currently enrolled in any insurance, ma'am. Uh, I just called them. Uh, I did... I did, um, get insurance with them. You may want to get back in contact with Megaforce and ask if it's a di- through a different administrator, because we're not showing that you're currently enrolled in anything. There's no enrollment. The only enrollment form on file is dated from September of 2024 where you declined all insurance. Hm. No, I didn't... Okay, I'm about to call them and call you back. All right. You are eligible to enroll if you wish to do so, but at th- at this moment, you're, you're not enrolled in anything that we can see at least. Okay. So can I go through y'all because I... She got it on the paper. Yeah. You, you can. Uh- So I think- You can, but I would still- I think I have to redo... You, you think you got what now? I had to redo everything when I got hired on where I'm at now, um, because it was in September then I had to go right back in December and get everything. Okay. Yeah, like I- And two, I had to update my paperwork. Yeah, so it's, it's most likely that we just haven't received any updated paper, like any updated enrollment forms from Megaforce yet. Um, I would just- Okay. Uh, I would suggest possibly getting in contact with them first just to make sure that it... that whatever you signed up for is through Benefits and a Card. And then, um, see if- Okay. Uh, and then if you want to, like I said, you can always just give us a call back to, uh, to enroll. Okay? Okay. Thank you. All right. Anything else? No, sir. All right. Thanks for calling and have a wonderful day. You too. All right. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Oh, yes. My name is Fesha Coons. Um, I think someone had been calling me lately and I've been at work, couldn't ever answer. Um, I have insurance through

Megaforce and I'm trying to get a card.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, let me see... Yeah, let me see if I can help you with getting that, that card. What's the last four of your social, ma'am?

Speaker speaker_2: 5089.

Speaker speaker_1: Thank you. Uh, Ms. Coons, could you verify your address and date of birth for me?

Speaker speaker_2: 1561 Bonnie Lane, Kinston, North Carolina 28501. 12/15/1981.

Speaker speaker_1: All right. Phone on file we have is 252-620-80805. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. I'm not showing that you're currently enrolled in any insurance, ma'am.

Speaker speaker_2: Uh, I just called them. Uh, I did... I did, um, get insurance with them.

Speaker speaker_1: You may want to get back in contact with Megaforce and ask if it's a di-through a different administrator, because we're not showing that you're currently enrolled in anything. There's no enrollment. The only enrollment form on file is dated from September of 2024 where you declined all insurance.

Speaker speaker_2: Hm. No, I didn't... Okay, I'm about to call them and call you back.

Speaker speaker_1: All right. You are eligible to enroll if you wish to do so, but at th- at this moment, you're, you're not enrolled in anything that we can see at least.

Speaker speaker_2: Okay. So can I go through y'all because I... She got it on the paper.

Speaker speaker_1: Yeah. You, you can. Uh-

Speaker speaker_2: So

Speaker speaker_3: I think-

Speaker speaker_1: You can, but I would still-

Speaker speaker_3: I think I have to redo...

Speaker speaker_1: You, you think you got what now?

Speaker speaker_2: I had to redo everything when I got hired on where I'm at now, um, because it was in September then I had to go right back in December and get everything.

Speaker speaker_1: Okay. Yeah, like I-

Speaker speaker_2: And two, I had to update my paperwork.

Speaker speaker_1: Yeah, so it's, it's most likely that we just haven't received any updated paper, like any updated enrollment forms from Megaforce yet. Um, I would just-

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, I would suggest possibly getting in contact with them first just to make sure that it... that whatever you signed up for is through Benefits and a Card. And then, um, see if-

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, and then if you want to, like I said, you can always just give us a call back to, uh, to enroll. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.