

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 in a Card. This is Chris. How can I help you today? Hey, uh, Chris, uh, I'm just calling to, um, try to get myself enrolled, uh, in the benefits. Okay, which staffing company do you work with? Uh, Accuforce. Okay, and the last four of your Social? 5929. And your first and last name? Uh, Kyle Wilson. All right. Okay, one moment. Okay, Mr. Wilson, um, looks like while we do have a file in our system for you, we're missing any information, uh, for the file. Uh, I'll need to go ahead and get some... get this demographic stuff from you. Uh, what's your current mailing address, sir? Okay. Uh, my mailing address is 109 Krause Street, that's in Elizabethton, Tennessee 37643. I'm sorry, could you repeat that ZIP code one more time? It's 109 Krause Street, Elizabethton, Tennessee 37643. 37643. Okay, thank you. Yeah. And then your date of birth? Date of birth's, uh, January 31st, 1988. January 1st '88. Okay. And your- Thir- 31st. 31st. My apologies, Mr.- Yeah, yeah. Okay. And then your... uh, then a phone number? Phone number is 557-1877. Okay, and then an email address for you. Email address is gonna be cowboybilly3188@yahoo.com. All right. And did you have an idea of what kind of insurance you wanted to enroll into, Mr. Wilson? Well, uh, what... Uh, I don't know really what are, what are the options, uh, and what- Oh, okay. ... kind of options do you have? Um, Accuforce offers a couple of different options. They offer four different- Okay. ... plans for medical along with, uh, things... along with add-ons for, like, dental, vision, life insurance, behavioral health, short-term disability, accident coverage, um, critical illnesses, and identity protection. Um, given that you are... uh, looks like we don't have any sort of information on any sort of hire date stuff for you, um- Yeah. You've got... whenever you receive your first paycheck, you'll then have an extra 30 days after that to make any final decisions. Um, so anytime between now and then, whenever that 30th day after your first check is, umd- Okay, okay. ... you'll be able to make any decisions. If you would like, in the meantime, I can send an information packet to you that goes over Accuforce's benefits, gives you an idea of what all is available, um, what all is covered, and h- and, uh, how much each plan would deduct outta your check every week. Okay, yeah, we can do that. Okay. Yeah, uh- That'd be fine. All right. And then just to make sure I did hear you correctly for your, uh, your, uh, email address, you said cowboybilly3188@yahoo.com, correct? Yes, that's correct, yeah. Okay. Yeah. All right. So I'll go ahead and send this email onto that email address. This packet is gonna come from info@benefitsandacard.com. If you don't see this in your inbox- Okay. ... just check your spam folder. It may get... it may have gotten filtered there. Um, you should, uh- Okay. ... you should get this in a couple of minutes. Give this a read through. Okay. Give us c-... uh, and then just give us a call back, and we'll be able to set that up for you, okay? Okay. Alrighty. All right. Anything else for right now, Mr. Wilson? Um, no, not right now. I'll, uh, give you a call back here as, just as soon as I can. All right. Well, that's

everything for now. Thanks again for calling. Yeah. And you have a wonderful day. Uh, you too. Thank you. Bye-bye. You're welcome. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, uh, Chris, uh, I'm just calling to, um, try to get myself enrolled, uh, in the benefits.

Speaker speaker_1: Okay, which staffing company do you work with?

Speaker speaker_2: Uh, Accuforce.

Speaker speaker_1: Okay, and the last four of your Social?

Speaker speaker_2: 5929.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Kyle Wilson.

Speaker speaker_1: All right. Okay, one moment. Okay, Mr. Wilson, um, looks like w- while we do have a file in our system for you, we're missing any information, uh, for the file. Uh, I'll need to go ahead and get some... get this demographic stuff from you. Uh, what's your current mailing address, sir?

Speaker speaker_2: Okay. Uh, my mailing address is 109 Krause Street, that's in Elizabethton, Tennessee 37643.

Speaker speaker_1: I'm sorry, could you repeat that ZIP code one more time?

Speaker speaker_2: It's 109 Krause Street, Elizabethton, Tennessee 37643.

Speaker speaker_1: 37643. Okay, thank you.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then your date of birth?

Speaker speaker_2: Date of birth's, uh, January 31st, 1988.

Speaker speaker_1: January 1st '88. Okay. And your-

Speaker speaker_2: Thir- 31st.

Speaker speaker_1: 31st. My apologies, Mr.-

Speaker speaker_2: Yeah, yeah. Okay.

Speaker speaker_1: And then your... uh, then a phone number?

Speaker speaker_2: Phone number is 557-1877.

Speaker speaker_1: Okay, and then an email address for you.

Speaker speaker_2: Email address is gonna be cowboybilly3188@yahoo.com.

Speaker speaker_1: All right. And did you have an idea of what kind of insurance you wanted to enroll into, Mr. Wilson?

Speaker speaker_2: Well, uh, what... Uh, I don't know really what are, what are the options, uh, and what-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... kind of options do you have?

Speaker speaker_1: Um, Accuforce offers a couple of different options. They offer four different-

Speaker speaker_2: Okay.

Speaker speaker_1: ... plans for medical along with, uh, things... along with add-ons for, like, dental, vision, life insurance, behavioral health, short-term disability, accident coverage, um, critical illnesses, and identity protection. Um, given that you are... uh, looks like we don't have any sort of information on any sort of hire date stuff for you, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: You've got... whenever you receive your first paycheck, you'll then have an extra 30 days after that to make any final decisions. Um, so anytime between now and then, whenever that 30th day after your first check is, umd-

Speaker speaker_2: Okay, okay.

Speaker speaker_1: ... you'll be able to make any decisions. If you would like, in the meantime, I can send an information packet to you that goes over Accuforce's benefits, gives you an idea of what all is available, um, what all is covered, and h- and, uh, how much each plan would deduct outta your check every week.

Speaker speaker_2: Okay, yeah, we can do that.

Speaker speaker_1: Okay. Yeah, uh-

Speaker speaker_2: That'd be fine.

Speaker speaker_1: All right. And then just to make sure I did hear you correctly for your, uh, your, uh, email address, you said cowboybilly3188@yahoo.com, correct?

Speaker speaker_2: Yes, that's correct, yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So I'll go ahead and send this email onto that email address. This packet is gonna come from info@benefitsandacard.com. If you don't see this in your inbox-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just check your spam folder. It may get... it may have gotten filtered there. Um, you should, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you should get this in a couple of minutes. Give this a read through.

Speaker speaker_2: Okay.

Speaker speaker_1: Give us c-... uh, and then just give us a call back, and we'll be able to set that up for you, okay?

Speaker speaker_2: Okay. Alrighty.

Speaker speaker_1: All right. Anything else for right now, Mr. Wilson?

Speaker speaker_2: Um, no, not right now. I'll, uh, give you a call back here as, just as soon as I can.

Speaker speaker_1: All right. Well, that's everything for now. Thanks again for calling.

Speaker speaker_2: Yeah.

Speaker speaker_1: And you have a wonderful day.

Speaker speaker_2: Uh, you too. Thank you. Bye-bye.

Speaker speaker_1: You're welcome. Bye now.