

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? Yeah, I'm calling to set up benefits, this is, uh- Oh. ... Leon Turner. Okay, Mr. Turner, uh, what staffing company do you work with? Say it again? What staffing company do you work with? Uh, ManCan. ManCan. And the last four of your Social? 3122. Thank you. Um, all right. Can you verify your address and date of birth for me please? Yes. 6-13-87 date of birth, and then my address is 205 19th Street Northeast Canton, Ohio 44714. Okay. Phone on file we have is 330-412-2057. Is that correct? That's correct. All right. And did you have an idea of what you wanted to enroll into from ManCan, sir? Uh, I can't enroll now. I mean, d- did you have an idea of what you wanted? Like, what kind of insurance plans you wanted to enroll into? Uh, 401. We have nothing to do with 401, sir. Um, if that's all you're looking to enroll into, you would need to get in contact with ManCan. This is for health insurance benefits. Oh, I didn't know it was, uh... I thought it was, like, all different benefits. No, sir. This is for the insurance benefits. Okay. Yeah, I'll take the insurance. Okay. Did you have an idea of what kind of insurance you wanted or did you need information on what was available? Uh, what's available. Okay. Uh, so ManCan offers a couple of different options. They offer three different plans for medical along with add-ons for dental, vision, life insurance, short-term disability, critical illness, accident coverage, behavioral health, and identity protection. Um, if you would like, because you are still within your new hire window, um, if it might help out a little bit, I can, I can send you an email with an information packet attached that goes over the plans that ManCan offers, gives you a, a, uh, quick, like, an overview of what they're gonna cover, how much they're gonna cost, all of that kind of information. Um, 'cause your deadline is not until December the 12th, so you've got about another two, two and a half weeks. Okay. Um, so like I said, if you, if you had an idea now, we can go ahead and set that up, or if you wanted to review that information first and then call us back, um, completely up to you on how you want to do that. Uh, I can review it on my, on my end, um, in my email. Okay. Um, can you confirm, we have the email on file as leonturner2650 at gmail? Yep, that's correct. All right. I'll send this information packet to you. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder, it might have gotten filtered there. Give that a read through and then just give us a call back once you've got an idea of what you want, okay? All right. Thank you, sir. No problem. Anything else? That's all. All right. Thanks again for calling and have a good day. You too. Bye-bye. 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: Yeah, I'm calling to set up benefits, this is, uh-

Speaker speaker_1: Oh.

Speaker speaker_2: ... Leon Turner.

Speaker speaker_1: Okay, Mr. Turner, uh, what staffing company do you work with?

Speaker speaker_2: Say it again?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, ManCan.

Speaker speaker_1: ManCan. And the last four of your Social?

Speaker speaker_2: 3122.

Speaker speaker_1: Thank you. Um, all right. Can you verify your address and date of birth for me please?

Speaker speaker_2: Yes. 6-13-87 date of birth, and then my address is 205 19th Street Northeast Canton, Ohio 44714.

Speaker speaker_1: Okay. Phone on file we have is 330-412-2057. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. And did you have an idea of what you wanted to enroll into from ManCan, sir?

Speaker speaker_2: Uh, I can't enroll now.

Speaker speaker_1: I mean, d- did you have an idea of what you wanted? Like, what kind of insurance plans you wanted to enroll into?

Speaker speaker_2: Uh, 401.

Speaker speaker_1: We have nothing to do with 401, sir. Um, if that's all you're looking to enroll into, you would need to get in contact with ManCan. This is for health insurance benefits.

Speaker speaker_2: Oh, I didn't know it was, uh... I thought it was, like, all different benefits.

Speaker speaker_1: No, sir. This is for the insurance benefits.

Speaker speaker_2: Okay. Yeah, I'll take the insurance.

Speaker speaker_1: Okay. Did you have an idea of what kind of insurance you wanted or did you need information on what was available?

Speaker speaker_2: Uh, what's available.

Speaker speaker_1: Okay. Uh, so ManCan offers a couple of different options. They offer three different plans for medical along with add-ons for dental, vision, life insurance, short-term disability, critical illness, accident coverage, behavioral health, and identity protection. Um, if you would like, because you are still within your new hire window, um, if it might help out a little bit, I can, I can send you an email with an information packet attached that goes over the plans that ManCan offers, gives you a, a, uh, quick, like, an overview of what they're gonna cover, how much they're gonna cost, all of that kind of information. Um, 'cause your deadline is not until December the 12th, so you've got about another two, two and a half weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so like I said, if you, if you had an idea now, we can go ahead and set that up, or if you wanted to review that information first and then call us back, um, completely up to you on how you want to do that.

Speaker speaker_2: Uh, I can review it on my, on my end, um, in my email.

Speaker speaker_1: Okay. Um, can you confirm, we have the email on file as leonturner2650 at gmail?

Speaker speaker_2: Yep, that's correct.

Speaker speaker_1: All right. I'll send this information packet to you. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder, it might have gotten filtered there. Give that a read through and then just give us a call back once you've got an idea of what you want, okay?

Speaker speaker_2: All right. Thank you, sir.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: That's all.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.