

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 Cart. This is Chris. How can I help you today? Um, I just missed a call from y'all. Was there any sort of voicemail or anything left? Um, I'm not sure. I just saw that I missed a call. Okay, so we are a plan administrator for health insurance benefits for a staffing company. Yeah. Just got- If we- I just got, I just got off the phone with y'all. Okay. Let me take a look at your file and see if any notes were left on any sort of outbound call. What staffing company do you work with? It's Surge. Um, there was nothing besides the lady sent me an email about the coverage plan. Okay, well, again, let me, let me pull up the files and let me see what notes were left regarding any sort of outbound call to see what that was about. What's the last four of your social? 6635. Thank you. And your first and last name? Morgan Pickle. All right, thank you. Ms. Pickle, could you verify your address and your date of birth for me? 6122 Hill Avenue, Rainbow City, Alabama and, um, 122203. Thank you. Phone number: follow-up 256-295-4141. Is that correct? Yes. Okay. So, it looks like the outbound attempt was to, uh, inform you because it looks like, um, it looks like something may have been, uh, like a, a piece of information may have been forgotten about. Um, that Surge Staffing automatically enrolls you into a health insurance plan. They f- they enroll you into the NEC TeleRx Plan 30 days after your first check unless you state that you do not want that insurance. So, I, that, it was just a heads-up, like, letting you know if you don't make any decisions at all, um, Surge will automatically enroll you. If you don't want any insurance from them, you do need to be sure to, to call us and let us know that you want no insurance from them. Okay. Yeah, that... It looks like that's all that was about, ma'am. Okay. All right. Did you have any other questions for me? No. All right. Thank you again for calling and have a good day.

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 Cart. This is Chris. How can I help you today?

Speaker speaker_2: Um, I just missed a call from y'all.

Speaker speaker_1: Was there any sort of voicemail or anything left?

Speaker speaker_2: Um, I'm not sure. I just saw that I missed a call.

Speaker speaker_1: Okay, so we are a plan administrator for health insurance benefits for a staffing company.

Speaker speaker_2: Yeah. Just got-

Speaker speaker_1: If we-

Speaker speaker_2: I just got, I just got off the phone with y'all.

Speaker speaker_1: Okay. Let me take a look at your file and see if any notes were left on any sort of outbound call. What staffing company do you work with?

Speaker speaker_2: It's Surge. Um, there was nothing besides the lady sent me an email about the coverage plan.

Speaker speaker_1: Okay, well, again, let me, let me pull up the files and let me see what notes were left regarding any sort of outbound call to see what that was about. What's the last four of your social?

Speaker speaker_2: 6635.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: Morgan Pickle.

Speaker speaker_1: All right, thank you. Ms. Pickle, could you verify your address and your date of birth for me?

Speaker speaker_2: 6122 Hill Avenue, Rainbow City, Alabama and, um, 122203.

Speaker speaker_1: Thank you. Phone number: follow-up 256-295-4141. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, it looks like the outbound attempt was to, uh, inform you because it looks like, um, it looks like something may have been, uh, like a, a piece of information may have been forgotten about. Um, that Surge Staffing automatically enrolls you into a health insurance plan. They f- they enroll you into the NEC TeleRx Plan 30 days after your first check unless you state that you do not want that insurance. So, I, that, it was just a heads-up, like, letting you know if you don't make any decisions at all, um, Surge will automatically enroll you. If you don't want any insurance from them, you do need to be sure to, to call us and let us know that you want no insurance from them.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, that... It looks like that's all that was about, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Did you have any other questions for me?

Speaker speaker_2: No.

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