

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? Hi, Chris. This is Stephanie Goebel. I was calling about my insurance coverage. Um... Okay. Sorry, go ahead. When... I mean, I know it's usually open enrollment time, but when does that end? Uh. 'Cause I never received anything or how this works. Okay. What staffing company do you work with? American StaffCorp. Uh, one moment. American StaffCorp's open enrollment has not yet started. Um, their- Okay. ... open enrollment starts on December 9th and runs until December 20th. Okay. All right. So I can, I can actually go in to, like, the dashboard and make changes during that timeframe or do I have to- Uh. ... contact you all to make changes? Uh, let me check to see if they have an online portal. One moment. Uh, okay. Yeah. They do have an online enrollment portal. Um, I can give you the, uh, the link to that. Let me know when you're ready. All right. Give me one second there. Let me... Now ready. All right. The website is my, so M-Y, benefits in a card.com/americanstaffcorp. Okay. And that was December 9th through the 20th? Yes, ma'am. Okay. All righty. Well, that is all I needed to know. All right. Thanks again for calling and have a wonderful day. Thank you. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. This is Stephanie Goebel. I was calling about my insurance coverage. Um...

Speaker speaker_1: Okay. Sorry, go ahead.

Speaker speaker_2: When... I mean, I know it's usually open enrollment time, but when does that end?

Speaker speaker_1: Uh.

Speaker speaker_2: 'Cause I never received anything or how this works.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: American StaffCorp.

Speaker speaker_1: Uh, one moment. American StaffCorp's open enrollment has not yet started. Um, their-

Speaker speaker_2: Okay.

Speaker speaker_1: ... open enrollment starts on December 9th and runs until December 20th.

Speaker speaker_2: Okay. All right. So I can, I can actually go in to, like, the dashboard and make changes during that timeframe or do I have to-

Speaker speaker_1: Uh.

Speaker speaker_2: ... contact you all to make changes?

Speaker speaker_1: Uh, let me check to see if they have an online portal. One moment. Uh, okay. Yeah. They do have an online enrollment portal. Um, I can give you the, uh, the link to that. Let me know when you're ready.

Speaker speaker_2: All right. Give me one second there. Let me... Now ready.

Speaker speaker_1: All right. The website is my, so M-Y, benefits in a card.com/americanstaffcorp.

Speaker speaker_2: Okay. And that was December 9th through the 20th?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All righty. Well, that is all I needed to know.

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

Speaker speaker_2: Thank you.

Speaker speaker_1: All right. Bye now.