

Transcript: Chris Sofield (deactivated)-5551327629230080-5669854969282560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits of the Card, this is Chris. How can I help you today? Yes. I just wanted to, um, decline enrollment for the healthcare benefit. Okay. What staffing company do you work with? Focal Point Medical Staffing. Okay. And last four of your Social? 7855. Thank you. Are you... Okay. Looks like we'll need to create a file on our system in order to, uh, in order to get you enrolled. It don't, we don't have anything on our, on s- file for that. Uh-huh. Give me just a moment. Yeah. I tried to do it online. It said that it doesn't allow enrollment online through the company. Okay. One moment. Oh, my apologies. Uh, I see here why we wouldn't have a file for you. If you're a new hire with Focal Point, uh, they no longer actually work with us, um. We stopped working with them back in September. So, uh, anything related to their insurance now, you would need to, you would need to reach back out to them. Oh, okay. All right. Thank you. Yes, ma'am. Have a good day. I will. Bye.

Conversation Format

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

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

Speaker speaker_2: Yes. I just wanted to, um, decline enrollment for the healthcare benefit.

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

Speaker speaker_2: Focal Point Medical Staffing.

Speaker speaker_1: Okay. And last four of your Social?

Speaker speaker_2: 7855.

Speaker speaker_1: Thank you.

Speaker speaker_2: Are you...

Speaker speaker_1: Okay. Looks like we'll need to create a file on our system in order to, uh, in order to get you enrolled. It don't, we don't have anything on our, on s- file for that.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Give me just a moment.

Speaker speaker_2: Yeah. I tried to do it online. It said that it doesn't allow enrollment online through the company.

Speaker speaker_1: Okay. One moment. Oh, my apologies. Uh, I see here why we wouldn't have a file for you. If you're a new hire with Focal Point, uh, they no longer actually work with us, um. We stopped working with them back in September. So, uh, anything related to their insurance now, you would need to, you would need to reach back out to them.

Speaker speaker_2: Oh, okay. All right. Thank you.

Speaker speaker_1: Yes, ma'am. Have a good day.

Speaker speaker_2: I will. Bye.