

## **Transcript: Chris Sofield**

**(deactivated)-5553080322277376-6219100228993024**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. I just received a call from Francis... Francesca? Okay. And was there, like, a voice message left or anything? Yeah. She was saying something about the benefits. However, I spoke to someone the other day and told them I do not want to receive benefits through BG Staffing. Mm-hmm. Okay. I don't have no Medicare or anything, so if I have a plan, can you please cancel it 'cause I don't want to... I already have insurance. Y- yes, ma'am. Let me take a look and see if we have anything. What's the last four of your social? 8681. And your first and last name? Destiny Golden. All right, Ms. Golden, could you verify your address and date of birth for me please? I just gave you that for my question. April 4th, 2003. 62814540 00000096. Thank you. The phone we have on file, 404-313-7016. 4016. That still correct? Yes. Okay. All right. Yes. So it looks like, yes, you are enrolled based off of an enrollment form that you filled out back on January 7th, uh, so that did... So that would be why you weren't enrolled into anything. We can go ahead and start a cancellation for you. Thank you. Just be aware, a cancellation does take one to two weeks to fully process. We gotta go back through BG's payroll teams. During this timeframe, you may see one or two deductions providing one or two weeks of coverage, but you... But it's not a guarantee. If you see any, you'd only see two at the most. If I see any. Say that last part again. If you see any, you would only see two at the most. Okay, perfect. All right. Anything else? That's it. All right. Thanks for calling and have a good day. Thank you so much. You as well. All right. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker\_1: Hi, Chris. I just received a call from Francis... Francesca?

Speaker speaker\_0: Okay. And was there, like, a voice message left or anything?

Speaker speaker\_1: Yeah. She was saying something about the benefits. However, I spoke to someone the other day and told them I do not want to receive benefits through BG Staffing.

Speaker speaker\_0: Mm-hmm. Okay.

Speaker speaker\_1: I don't have no Medicare or anything, so if I have a plan, can you please cancel it 'cause I don't want to... I already have insurance.

Speaker speaker\_0: Y- yes, ma'am. Let me take a look and see if we have anything. What's the last four of your social?

Speaker speaker\_1: 8681.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Destiny Golden.

Speaker speaker\_0: All right, Ms. Golden, could you verify your address and date of birth for me please?

Speaker speaker\_1: I just gave you that for my question. April 4th, 2003. 62814540 00000096.

Speaker speaker\_0: Thank you. The phone we have on file, 404-313-7016.

Speaker speaker\_1: 4016.

Speaker speaker\_0: That still correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All right. Yes. So it looks like, yes, you are enrolled based off of an enrollment form that you filled out back on January 7th, uh, so that did... So that would be why you weren't enrolled into anything. We can go ahead and start a cancellation for you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Just be aware, a cancellation does take one to two weeks to fully process. We gotta go back through BG's payroll teams. During this timeframe, you may see one or two deductions providing one or two weeks of coverage, but you... But it's not a guarantee. If you see any, you'd only see two at the most.

Speaker speaker\_1: If I see any. Say that last part again.

Speaker speaker\_0: If you see any, you would only see two at the most.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: All right. Anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. Thanks for calling and have a good day.

Speaker speaker\_1: Thank you so much. You as well.

Speaker speaker\_0: All right. Bye now.