

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? Yes, I was calling... I'm not sure if my benefits, um, if y'all got my benefits yet, but I wanted to decline it. Okay. What, uh, what staffing company do you work with? On Track. Okay. And the last four of your social? 9103. And your first and last name? Georgina Forshee. All right, Ms. Forshee, could you verify your address and date of birth for me please? 12211 Angeles Way, Yukon, Oklahoma 73099, 03/19/75. Thank you. Phone on file we have is 405-924-2978. Is that correct? Correct. All right. Let me take a look. Okay. Yeah, I do see, it looks like we have an enrollment that was put in on, uh, put in online for medical, dental and behavioral health for employee only, still in a- Mm-hmm. ... pending state. You want to just cancel it entirely? Yes, if I could please. Yeah, we can do that. And it hasn't gone, it hasn't gone enough to, uh, start any deductions or anything like that. So you shouldn't see any deductions coming out of your checks or any of it. Okay, thank you so much. No problem. Anything else? No, that's it. All right, thanks again for calling and have a wonderful day. Okay. And what is your name again? My name is Chris. Thank you, Chris. You're very welcome. Thanks for calling and have a wonderful 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: Yes, I was calling... I'm not sure if my benefits, um, if y'all got my benefits yet, but I wanted to decline it.

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

Speaker speaker_2: On Track.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 9103.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Georgina Forshee.

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

Speaker speaker_2: 12211 Angeles Way, Yukon, Oklahoma 73099, 03/19/75.

Speaker speaker_1: Thank you. Phone on file we have is 405-924-2978. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Let me take a look. Okay. Yeah, I do see, it looks like we have an enrollment that was put in on, uh, put in online for medical, dental and behavioral health for employee only, still in a-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... pending state. You want to just cancel it entirely?

Speaker speaker_2: Yes, if I could please.

Speaker speaker_1: Yeah, we can do that. And it hasn't gone, it hasn't gone enough to, uh, start any deductions or anything like that. So you shouldn't see any deductions coming out of your checks or any of it.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: Okay. And what is your name again?

Speaker speaker_1: My name is Chris.

Speaker speaker_2: Thank you, Chris.

Speaker speaker_1: You're very welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.