

Transcript: Chris Sofield

(deactivated)-5675390701977600-6358540549668864

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? Hi. Um, I was calling, uh, to cancel my, um, medical insurance. Okay. What staffing company do you work with? Associated Staffing in Columbus, Nebraska. All right. And last, uh, four of your social? 4965. Thank you. Your first and last name? Stacy Segura. Thank you. Ms. Segura- Mm-hmm. ... could you verify your address and your date of birth for me please? 11/29/77, and then it's 1570 29th Avenue, Apartment One, Columbus, Nebraska 68601. Thank you. Um- Uh-huh. ... we have a phone on file for you at 402-615-0540. Is that correct? Correct. All right. Uh, let's see here. One moment. Okay, I show that you had the VIP Choice for you and your c- your child and then Behavioral Health for just yourself. Did you want to cancel both of those or d- or did you want to keep one of them? I'm going to keep the Behavioral Health one. Okay. So we're doing just Behavioral Health for just yourself then. All right. Yep. Correct. So... All right. So instead of the \$25.72 per week, it's just going to be the \$141 per week. It doesn't look like anything has been sent over just yet to start any deductions. Um, so- Okay. ... whenever you do start seeing deductions come out, it should just be the \$141 for the Behavioral Health. Okay. Cool. All right. And, and how does that work, like, the Behavioral Health? Um, does that... Do I just... What's the number that I call, or... Uh, you should... Once it goes into effect, you should receive an email going over all of the, all of the stuff to, like- Oh. ... s- set up any portal you may need or a- or any sort of accounts or anything like that. Okay. Gotcha. All right. Anything else? Nope. That should do it. All right. If that's everything, thanks for calling and have a wonderful day. Thanks. You too. Mm, bye. All right. You're welcome. 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: Hi. Um, I was calling, uh, to cancel my, um, medical insurance.

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

Speaker speaker_2: Associated Staffing in Columbus, Nebraska.

Speaker speaker_1: All right. And last, uh, four of your social?

Speaker speaker_2: 4965.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Stacy Segura.

Speaker speaker_1: Thank you. Ms. Segura-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... could you verify your address and your date of birth for me please?

Speaker speaker_2: 11/29/77, and then it's 1570 29th Avenue, Apartment One, Columbus, Nebraska 68601.

Speaker speaker_1: Thank you. Um-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... we have a phone on file for you at 402-615-0540. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Uh, let's see here. One moment. Okay, I show that you had the VIP Choice for you and your c- your child and then Behavioral Health for just yourself. Did you want to cancel both of those or d- or did you want to keep one of them?

Speaker speaker_2: I'm going to keep the Behavioral Health one.

Speaker speaker_1: Okay. So we're doing just Behavioral Health for just yourself then. All right.

Speaker speaker_2: Yep. Correct.

Speaker speaker_1: So... All right. So instead of the \$25.72 per week, it's just going to be the \$141 per week. It doesn't look like anything has been sent over just yet to start any deductions. Um, so-

Speaker speaker_2: Okay.

Speaker speaker_1: ... whenever you do start seeing deductions come out, it should just be the \$141 for the Behavioral Health.

Speaker speaker_2: Okay. Cool.

Speaker speaker_1: All right.

Speaker speaker_2: And, and how does that work, like, the Behavioral Health? Um, does that... Do I just... What's the number that I call, or...

Speaker speaker_1: Uh, you should... Once it goes into effect, you should receive an email going over all of the, all of the stuff to, like-

Speaker speaker_2: Oh.

Speaker speaker_1: ... s- set up any portal you may need or a- or any sort of accounts or anything like that.

Speaker speaker_2: Okay. Gotcha.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Nope. That should do it.

Speaker speaker_1: All right. If that's everything, thanks for calling and have a wonderful day.

Speaker speaker_2: Thanks. You too. Mm, bye.

Speaker speaker_1: All right. You're welcome. Bye now.