

## **Transcript: Chris Sofield**

**(deactivated)-5709926803914752-5406691308290048**

### **Full Transcript**

Your call- Hello, Marie. ... may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Marie Miller? Uh, who's this? This is Chris with Benefits and a Card. You and I spoke earlier today? Yeah. Hi. Um, just calling back to, uh, we- uh, to discuss the, uh, issue with your enrollment. Uh, first, before I continue, this call is being recorded for quality assurance training purposes. I'm calling, um... Well, I did hear back from our back office team and it is possible to expedite your enrollment. Uh, however, that does lead to possibly, uh, you seeing, uh, double or even triple the normal deduction amount from a single paycheck to, uh, to push it forward as quickly as possible. Uh, before we proceeded with that, we wanted to reach out and see if you wanted to do that or if you just wanted it to process moving forward and only see a single deduction of the 49.51 after a one to two-week processing period. Uh, I just want it- it- to continue at this- a- as it's processing because I can't have any more taken out of my, uh, of my check. Okay, so ju- so just, uh, do it moving forward as if it were a normal enrollment. Don't worry about expediting it? Yeah. Okay, just wanted to make sure. That's- that's all we needed to verify. All right. All right, thanks for taking the time to speak with me. You have a wonderful day. And I appreciate you calling me back. Thank you. Yes, ma'am. You're welcome. Bye now. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello, Marie.

Speaker speaker\_0: ... may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. Can I speak with Marie Miller? Uh, who's this? This is Chris with Benefits and a Card. You and I spoke earlier today? Yeah. Hi. Um, just calling back to, uh, we- uh, to discuss the, uh, issue with your enrollment. Uh, first, before I continue, this call is being recorded for quality assurance training purposes. I'm calling, um... Well, I did hear back from our back office team and it is possible to expedite your enrollment. Uh, however, that does lead to possibly, uh, you seeing, uh, double or even triple the normal deduction amount from a single paycheck to, uh, to push it forward as quickly as possible. Uh, before we proceeded with that, we wanted to reach out and see if you wanted to do that or if you just wanted it to process moving forward and only see a single deduction of the 49.51 after a one to two-week processing period. Uh, I just want it- it- to continue at this- a- as it's processing because I can't have any more taken out of my, uh, of my check. Okay, so ju- so just, uh, do it

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