

## **Transcript: Chris Sofield (deactivated)-5897408288866304-5974046041128960**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hello, can you hear me? Hello, are you there? Hello? Uh, yes, I can hear you. How can I help you today? Okay. Uh, I'm trying to see what's this call... It says I missed two payments but I don't know who you guys are. Okay. So, Benefits on a Card, we are a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir? Yes. Okay. Um, what's the, uh, y- and you said you got a, a text message or something saying that there was a missed payment or something like that? Mm-hmm. I don't, I'm not there anymore. I got hired when I used to work more. Yeah. That, that would be why you got that text then, because the insurance that you had through the staffing company was as long as you were an employee of the staffing company. Seeing as you're no longer- Oh, okay. ... the staffing company's employee, um, there's no deduction, or there's no paycheck for them to try and deduct from, for your insurance premium which is why you've received a text saying there's a deduction you need to make. Okay. All right. So there's no qu- no issues? I, I gotta get in there. All right then. Anything else? No. No, no. Thank you. All right. Thanks again for calling. Have a wonderful day. You, too. Bye-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 on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hello, can you hear me?

Speaker speaker\_1: Hello, are you there?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Uh, yes, I can hear you. How can I help you today?

Speaker speaker\_2: Okay. Uh, I'm trying to see what's this call... It says I missed two payments but I don't know who you guys are.

Speaker speaker\_1: Okay. So, Benefits on a Card, we are a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, what's the, uh, y- and you said you got a, a text message or something saying that there was a missed payment or something like that?

Speaker speaker\_2: Mm-hmm. I don't, I'm not there anymore. I got hired when I used to work more.

Speaker speaker\_1: Yeah. That, that would be why you got that text then, because the insurance that you had through the staffing company was as long as you were an employee of the staffing company. Seeing as you're no longer-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... the staffing company's employee, um, there's no deduction, or there's no paycheck for them to try and deduct from, for your insurance premium which is why you've received a text saying there's a deduction you need to make.

Speaker speaker\_2: Okay. All right. So there's no qu- no issues? I, I gotta get in there.

Speaker speaker\_1: All right then. Anything else?

Speaker speaker\_2: No. No, no. Thank you.

Speaker speaker\_1: All right. Thanks again for calling. Have a wonderful day.

Speaker speaker\_2: You, too. Bye-bye.

Speaker speaker\_1: Bye-bye, now.