

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Good afternoon. Hello. Am I speaking with Sheila Kober? Yeah, this is Sheila. Hi, Ms. Kober. My name is Chris. I'm with Benefits and a Card. How are you doing today? Oh, I'm good. How are you? I'm doing well. Thank you. Before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a, um, regarding a, an email we received from Verstala, uh, relating to y- uh, you wanting to get enrolled in the insurance benefits. I was, I was reaching out to, uh, see if I could assist. Yeah. Well, I did, um... They told me they had sent a email out, and I guess it went to my spam. I didn't know I didn't have insurance until I tried to go to urgent care last weekend and got denied. So, um, long story short, I went through my spam last night. I found the email. I got enrolled, um, and so I just wanted to make sure that everything was okay, um, that it went through. Because they told me they would get me through today to get enrolled, so, um, they kind of did an extension for me because it went to my spam. I had no idea- Right. ... you know, I had email still. Yeah . So, um, yeah. So that's kind of where I was at. So I got enrolled. Um, yeah, I just wanted to make sure everything was okay to go, so, yeah. Okay, so you were able to go ahead and get enrolled, and, and- Yes. Okay. All right. Yeah. I just, I just wanted to, uh, like I said, I'd, I'd just seen, uh, we'd just seen the, uh, or sorry, we, uh, we were just wanting to reach out and just make sure that everything was okay, um- Yeah. ... and I do see, it looks like a record of maybe a call in today early, earlier maybe this morning or something relating to that. Yeah. Okay. All right. Yeah. Okay. All right then. All right. Well- All right. ... thank you for taking the time to speak with me. You have a wonderful day. Okay, no problem. Thank you. You too. All right. All right. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello. Good afternoon.

Speaker speaker_2: Hello.

Speaker speaker_1: Am I speaking with Sheila Kober?

Speaker speaker_2: Yeah, this is Sheila.

Speaker speaker_1: Hi, Ms. Kober. My name is Chris. I'm with Benefits and a Card. How are you doing today?

Speaker speaker_2: Oh, I'm good. How are you?

Speaker speaker_1: I'm doing well. Thank you. Before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a, um, regarding a, an email we received from Verstala, uh, relating to y- uh, you wanting to get enrolled in the insurance benefits. I was, I was reaching out to, uh, see if I could assist.

Speaker speaker_2: Yeah. Well, I did, um... They told me they had sent a email out, and I guess it went to my spam. I didn't know I didn't have insurance until I tried to go to urgent care last weekend and got denied. So, um, long story short, I went through my spam last night. I found the email. I got enrolled, um, and so I just wanted to make sure that everything was okay, um, that it went through. Because they told me they would get me through today to get enrolled, so, um, they kind of did an extension for me because it went to my spam. I had no idea-

Speaker speaker_1: Right.

Speaker speaker_2: ... you know, I had email still. Yeah . So, um, yeah. So that's kind of where I was at. So I got enrolled. Um, yeah, I just wanted to make sure everything was okay to go, so, yeah.

Speaker speaker_1: Okay, so you were able to go ahead and get enrolled, and, and-

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Yeah.

Speaker speaker_1: I just, I just wanted to, uh, like I said, I'd, I'd just seen, uh, we'd just seen the, uh, or sorry, we, uh, we were just wanting to reach out and just make sure that everything was okay, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... and I do see, it looks like a record of maybe a call in today early, earlier maybe this morning or something relating to that.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: All right then.

Speaker speaker_2: All right.

Speaker speaker_1: Well-

Speaker speaker_2: All right.

Speaker speaker_1: ... thank you for taking the time to speak with me. You have a wonderful day.

Speaker speaker_2: Okay, no problem. Thank you. You too. All right.

Speaker speaker_1: All right.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye now.