

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 and a Card, this is Chris. How can I help you today? Hi, Chris. My name is Gabrielle Clemens and I just received that email regarding, uh, enrollment for 2025. Okay. Were you looking- And I just wanted... I... Oh, sorry. Go ahead. Uh, I was just asking, were you looking to enroll or make any changes to any existing enrollment? Yes. I was looking to, um, to unenroll, um, or to decline the services for 2025. Okay. What staffing company do you work with? Uh, Creative Circle. Thank you. And what's the last four of your Social so I can locate your file? Sure. 7215. Thank you. Your first and last name? Gabrielle Clemens. Thank you, Ms. Clemens. Could you verify your address and your date of birth for me, please? Sure. 5502 Donovan Drive, Jackson, Michigan 49201. And date of birth is June 13th, 1980. Thank you. We have a phone number on file of looks like 517-414-2907? Correct. All right. Now, Cheryl, it looks like you have medical, dental, vision, life insurance, and critical illness. Were you looking to keep any of this or did you wanna cancel everything? Cancel everything. Got it. Just be aware the cancellation does take one to two weeks to fully process. It's gotta go through Creative Circle's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay? Okay. All right. Anything else? All right. Sounds good. Nope, that's it. All right. Thanks again for calling and have a wonderful day. You too. Thank you. Bye-bye. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Gabrielle Clemens and I just received that email regarding, uh, enrollment for 2025.

Speaker speaker_1: Okay. Were you looking-

Speaker speaker_2: And I just wanted... I... Oh, sorry. Go ahead.

Speaker speaker_1: Uh, I was just asking, were you looking to enroll or make any changes to any existing enrollment?

Speaker speaker_2: Yes. I was looking to, um, to unenroll, um, or to decline the services for 2025.

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

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: Thank you. And what's the last four of your Social so I can locate your file?

Speaker speaker_2: Sure. 7215.

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

Speaker speaker_2: Gabrielle Clemens.

Speaker speaker_1: Thank you, Ms. Clemens. Could you verify your address and your date of birth for me, please?

Speaker speaker_2: Sure. 5502 Donovan Drive, Jackson, Michigan 49201. And date of birth is June 13th, 1980.

Speaker speaker_1: Thank you. We have a phone number on file of looks like 517-414-2907?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Now, Cheryl, it looks like you have medical, dental, vision, life insurance, and critical illness. Were you looking to keep any of this or did you wanna cancel everything?

Speaker speaker_2: Cancel everything.

Speaker speaker_1: Got it. Just be aware the cancellation does take one to two weeks to fully process. It's gotta go through Creative Circle's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: All right. Sounds good. Nope, that's it.

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

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: You're welcome. Bye now.