

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 on a Card., this is Chris. How can I help you today? Um, hey, I was just trying to fill out an information, uh, form for my job, and, uh, I'm trying to decline the, um, insurance coverage and all that, and it keeps saying every time I go to decline them, it says, um, "Enrollment not, um, allowed," and to call you all, so that's why I'm calling. Okay, let me pull your file up and see if there's anything on our side that's causing that to happen. Uh, what staffing company do you work with? Serge. And the last four of your Social? 1369. And your first and last name? Mackenzie Kildow. Thank you, Ms. Kildow, could you verify your address and date of birth? 282 Johnson Landing Road, Vallehermoso Springs. Uh, so 1/23/02 is the birthday. Okay, and, uh, the rest of the address, I need the state and ZIP code as well. Alabama 35775. Thank you. And then we have a phone number showing up as 256-758-0675, is that correct? Yes. Yeah? All right. Okay, I see, I see what could be causing that to happen. It looks like there was a m- a much, much older previous enrollment on file from about two, three years ago. Um, but that h- but that is no longer effective. However, the presence of that en- that old enrollment may be causing some issue with the online portal to work properly. But I can just go ahead and document that you are m- declining insurance and make sure that you don't get enrolled into anything. Awesome. And that will show up on my I9 information? Uh, uh, that I'm not sure about. You'll have to talk to Serge. Um, we have nothing to do with, with any sort of tax-related forms or anything like that. All right. All right. Anything else? Um, no, that's all. As long as you can make sure it's declined, I'm, I'm good. All right then. Well, if that's everything, thanks again for calling and have a wonderful day. You too. 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: Um, hey, I was just trying to fill out an information, uh, form for my job, and, uh, I'm trying to decline the, um, insurance coverage and all that, and it keeps saying every time I go to decline them, it says, um, "Enrollment not, um, allowed," and to call you all, so that's why I'm calling.

Speaker speaker_1: Okay, let me pull your file up and see if there's anything on our side that's causing that to happen. Uh, what staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1369.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Mackenzie Kildow.

Speaker speaker_1: Thank you, Ms. Kildow, could you verify your address and date of birth?

Speaker speaker_2: 282 Johnson Landing Road, Vallehermoso Springs. Uh, so 1/23/02 is the birthday.

Speaker speaker_1: Okay, and, uh, the rest of the address, I need the state and ZIP code as well.

Speaker speaker_2: Alabama 35775.

Speaker speaker_1: Thank you. And then we have a phone number showing up as 256-758-0675, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah? All right. Okay, I see, I see what could be causing that to happen. It looks like there was a m- a much, much older previous enrollment on file from about two, three years ago. Um, but that h- but that is no longer effective. However, the presence of that en- that old enrollment may be causing some issue with the online portal to work properly. But I can just go ahead and document that you are m- declining insurance and make sure that you don't get enrolled into anything.

Speaker speaker_2: Awesome. And that will show up on my I9 information?

Speaker speaker_1: Uh, uh, that I'm not sure about. You'll have to talk to Serge. Um, we have nothing to do with, with any sort of tax-related forms or anything like that.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Um, no, that's all. As long as you can make sure it's declined, I'm, I'm good.

Speaker speaker_1: All right then. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.