

## Transcript: Chris Sofield

(deactivated)-6059983867527168-6173576558592000

### Full Transcript

Thank you for calling Benefits in a Card. This is Chris, how can I help you today? Good afternoon, Chris. Uh, so I'm calling because I, uh, worked for Surge Staffing in 2023. But I didn't do any work for them in 2024 but I just received their 1095C form, uh, indicating that I am still receiving my benefits from them and so I called them, uh, to see if I was still under like a benefit plan from Surge and they told me to call you. Okay. Let me check to see if we've... if there's any active enrollment on file. What's the last four of your Social? Uh, 1175. And your first and last name? First name Michael, last name Ferrigno. Michael Ferrigno, all right. Mr. Ferrigno could you verify your address and date of birth? Sure, uh, 3382 Vista Grande Boulevard, Carson City, Nevada 89705. Uh, November 4th, 1996. Thank you. We have a phone number on file for you at 775-691-1379, is that correct? Yes. Okay. I show that you do not currently have any active enrollment. Um, your... it looks like your policy was active for a single week in 2024, January 1st through January 7th. Um, but after January 7th- Okay. ... there was no further, there was no further active coverage. Okay, I see. Okay. Well, that's fine then. I was just curious. I just wanted to make sure that I'm not still under that enrollment. No, there's no active enrollment at this time. Okay, perfect. Thank you very much. No problem, thanks for calling. Have a wonderful day. You too. Goodbye. Bye now.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris, how can I help you today?

Speaker speaker\_1: Good afternoon, Chris. Uh, so I'm calling because I, uh, worked for Surge Staffing in 2023. But I didn't do any work for them in 2024 but I just received their 1095C form, uh, indicating that I am still receiving my benefits from them and so I called them, uh, to see if I was still under like a benefit plan from Surge and they told me to call you.

Speaker speaker\_0: Okay. Let me check to see if we've... if there's any active enrollment on file. What's the last four of your Social?

Speaker speaker\_1: Uh, 1175.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: First name Michael, last name Ferrigno.

Speaker speaker\_0: Michael Ferrigno, all right. Mr. Ferrigno could you verify your address and date of birth?

Speaker speaker\_1: Sure, uh, 3382 Vista Grande Boulevard, Carson City, Nevada 89705. Uh, November 4th, 1996.

Speaker speaker\_0: Thank you. We have a phone number on file for you at 775-691-1379, is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I show that you do not currently have any active enrollment. Um, your... it looks like your policy was active for a single week in 2024, January 1st through January 7th. Um, but after January 7th-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... there was no further, there was no further active coverage.

Speaker speaker\_1: Okay, I see. Okay. Well, that's fine then. I was just curious. I just wanted to make sure that I'm not still under that enrollment.

Speaker speaker\_0: No, there's no active enrollment at this time.

Speaker speaker\_1: Okay, perfect. Thank you very much.

Speaker speaker\_0: No problem, thanks for calling. Have a wonderful day.

Speaker speaker\_1: You too. Goodbye.

Speaker speaker\_0: Bye now.