

## **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... How can I help you today? Hello? Hello? Hello, thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, good morning. I'm calling because I recently got an email about, um... Sorry, what was the email? About the, activating my account for new benefits, so I went ahead and, uh, created a password and everything, and every time I try to log in, it says my account is disabled. Okay. Let me pull your file up and see what's going on. Um, and just to confirm, is this for the My Benefits on a Card website or the Virtual Care website? Virtual Care. Okay. What, um, what staffing company do you work with? Creative Circle. And the last four of your Social? 5843. Your first and last name? Uh, Jose Marinko. Thank you. Mr. Marinko, could you verify your address and date of birth for me? Sure, it's 5806 Southwest 112th Way, Cooper City, Florida 33330, and date of birth is 4-27-81. Thank you. We have a phone number on file of 347-523-2410. Is that correct? Correct. Okay. Hm. Okay. Let's see here. Mr. Marinko, do you, do you mind if I place you on a brief hold? I'm just gonna do a little bit of investigation and see what I can find out, okay? Not a problem, thank you. Thank you, be right back with you. Hey, hey, hey, hey. Hey, hey. Can you give them syrup, please? Thank you. I'm going to have to go to the hospital. You will? Let's move. Mr. Marinka? Yes? Okay, thank you for holding. I do appreciate your patience. Okay. So after some investigation and review, it looks like what may have happened is that, um, somehow the, uh, the deduction that was received, th- uh, that was received from last week was- Mm-hmm. ... um, it looks like they only... uh, they did not deduct the full amount, which is- Mm-hmm. ... which is most likely causing, uh, causing the issue that you're seeing. I'll send an email- Mm-hmm. ... to my back office team and ask them to investigate with Creative Circle as to why that would have happened. Um, give us about- Mm-hmm. ... 24 to 48 business hours to review everything and, and investigate. And then, once I've got some more information and hear back from them on what can be done regarding this, I'll give you a call back and let you know if anything further needs to, needs to be done. Okay? Does that mean that I currently don't have insurance then? That, that may, that may be the case, but I won't know for certain until I hear back from the back office team after they've reached out to Creative Circle. Okay. Okay. Thank you so much for letting me know then. No problem. Was there anything else I could help you with? No, that's all. Thank you so much. You're welcome. Thanks for calling and have a wonderful day. You too. Bye.

### **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... How can I help you today?

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_1: Hello, thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, good morning. I'm calling because I recently got an email about, um... Sorry, what was the email? About the, activating my account for new benefits, so I went ahead and, uh, created a password and everything, and every time I try to log in, it says my account is disabled.

Speaker speaker\_1: Okay. Let me pull your file up and see what's going on. Um, and just to confirm, is this for the My Benefits on a Card website or the Virtual Care website?

Speaker speaker\_2: Virtual Care.

Speaker speaker\_1: Okay. What, um, what staffing company do you work with?

Speaker speaker\_2: Creative Circle.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5843.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Uh, Jose Marinko.

Speaker speaker\_1: Thank you. Mr. Marinko, could you verify your address and date of birth for me?

Speaker speaker\_2: Sure, it's 5806 Southwest 112th Way, Cooper City, Florida 33330, and date of birth is 4-27-81.

Speaker speaker\_1: Thank you. We have a phone number on file of 347-523-2410. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Hm. Okay. Let's see here. Mr. Marinko, do you, do you mind if I place you on a brief hold? I'm just gonna do a little bit of investigation and see what I can find out, okay?

Speaker speaker\_2: Not a problem, thank you.

Speaker speaker\_1: Thank you, be right back with you.

Speaker speaker\_0: Hey, hey, hey, hey. Hey, hey. Can you give them syrup, please? Thank you.

Speaker speaker\_3: I'm going to have to go to the hospital.

Speaker speaker\_4: You will? Let's move.

Speaker speaker\_5: Mr. Marinka?

Speaker speaker\_3: Yes?

Speaker speaker\_5: Okay, thank you for holding. I do appreciate your patience. Okay. So after some investigation and review, it looks like what may have happened is that, um, somehow the, uh, the deduction that was received, th- uh, that was received from last week was-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_5: ... um, it looks like they only... uh, they did not deduct the full amount, which is-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_5: ... which is most likely causing, uh, causing the issue that you're seeing. I'll send an email-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_5: ... to my back office team and ask them to investigate with Creative Circle as to why that would have happened. Um, give us about-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_5: ... 24 to 48 business hours to review everything and, and investigate. And then, once I've got some more information and hear back from them on what can be done regarding this, I'll give you a call back and let you know if anything further needs to, needs to be done. Okay?

Speaker speaker\_3: Does that mean that I currently don't have insurance then?

Speaker speaker\_5: That, that may, that may be the case, but I won't know for certain until I hear back from the back office team after they've reached out to Creative Circle.

Speaker speaker\_3: Okay. Okay. Thank you so much for letting me know then.

Speaker speaker\_5: No problem. Was there anything else I could help you with?

Speaker speaker\_3: No, that's all. Thank you so much.

Speaker speaker\_5: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_3: You too. Bye.