

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hello? Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Oh, Chris. I hope you could help me, buddy. I called the other day and I applied for insurance, but they didn't tell me w- the name of the insurance company that I had. Okay. What, um, what staffing company do you work with, sir? I work with G... G as in golf, H as in Harry, G as in golf Home Care. So it's GHG Home Care. Okay. So, yes, you may work with GHG Home Care, but do you have that, that job through a staffing company, a temp agency? No. I work for, uh, GHG themselves out of Scranton. Okay. So, um, so then I'm not sure how you were able to get in contact with us to enroll into anything as we only assist- Because they gave me a, uh, they gave me the number and told me, "Call this number to enroll for insurance." I, I understand that, but we... we are an enrollment administrator only for staffing companies. GHG Healthcare is not a staffing company, it doesn't sound like, and it's not a company that we partner with. So, I'm not sure where you called or what happened with that, but you're... you wouldn't be in our system at all. Huh. I, I can't... I don't understand. I, I just called earlier and a lady was able to find me. Yeah, she got... had my last, uh, four Social Secur- uh, the Social Security number. Okay. So... And you're... And you're certain that the, the sta- the company that you work with is GHG? Norr Staffing, that's, that's, I guess, the, the, uh, the, the mother company of everybody. Norr Staffing. Does that sound right? Norr Staffing is a company that we partner with, so, um- Oh. And that we're part of Norr Staffing, GHG. Okay. Um- Global, Global Home Care. Okay. Let me... Let me look into something here real quick. Um, but yeah, it... Norr Staffing is a company that we, that we partner with. Um, what, uh, what's the last four of your Social, sir? 0441. And your first and last name? My first name is Stanley. Last name, Arnold. Thank you. Mr. Arnold, can you verify your address and your date of birth for me please? Sure. 31 Catlin Ave, Wilkes-Barre, Pennsylvania, 18702. The date of birth is 10/29/72. Thank you. We have a phone number on file of 570-846-7546. Is that correct? Yes, sir. Uh, you found me. All right then. Let's see here. Looks like the policy that you enrolled into, um, this plan, looks like it is handled by American Public Life. American Public Life? Yes, sir. That is the... That's the insurance company for the plan that you've enrolled into. American, American... What was that? I'm sorry. American Public Life. American Public Life. All right. Thank you very much. You're welcome. Anything else? No, that'll be it. All right. Thanks for calling and have a wonderful day. You too, Chris. Okay. Mm-hmm. 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: Hello?

Speaker speaker_0: Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Oh, Chris. I hope you could help me, buddy. I called the other day and I applied for insurance, but they didn't tell me w- the name of the insurance company that I had.

Speaker speaker_0: Okay. What, um, what staffing company do you work with, sir?

Speaker speaker_1: I work with G... G as in golf, H as in Harry, G as in golf Home Care. So it's GHG Home Care.

Speaker speaker_0: Okay. So, yes, you may work with GHG Home Care, but do you have that, that job through a staffing company, a temp agency?

Speaker speaker_1: No. I work for, uh, GHG themselves out of Scranton.

Speaker speaker_0: Okay. So, um, so then I'm not sure how you were able to get in contact with us to enroll into anything as we only assist-

Speaker speaker_1: Because they gave me a, uh, they gave me the number and told me, "Call this number to enroll for insurance."

Speaker speaker_0: I, I understand that, but we... we are an enrollment administrator only for staffing companies. GHG Healthcare is not a staffing company, it doesn't sound like, and it's not a company that we partner with. So, I'm not sure where you called or what happened with that, but you're... you wouldn't be in our system at all.

Speaker speaker_1: Huh. I, I can't... I don't understand. I, I just called earlier and a lady was able to find me. Yeah, she got... had my last, uh, four Social Secur- uh, the Social Security number.

Speaker speaker_0: Okay. So... And you're... And you're certain that the, the sta- the company that you work with is GHG?

Speaker speaker_1: Norr Staffing, that's, that's, I guess, the, the, uh, the, the mother company of everybody. Norr Staffing. Does that sound right?

Speaker speaker_0: Norr Staffing is a company that we partner with, so, um-

Speaker speaker_1: Oh. And that we're part of Norr Staffing, GHG.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: Global, Global Home Care.

Speaker speaker_0: Okay. Let me... Let me look into something here real quick. Um, but yeah, it... Norr Staffing is a company that we, that we partner with. Um, what, uh, what's the last four of your Social, sir?

Speaker speaker_1: 0441.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: My first name is Stanley. Last name, Arnold.

Speaker speaker_0: Thank you. Mr. Arnold, can you verify your address and your date of birth for me please?

Speaker speaker_1: Sure. 31 Catlin Ave, Wilkes-Barre, Pennsylvania, 18702. The date of birth is 10/29/72.

Speaker speaker_0: Thank you. We have a phone number on file of 570-846-7546. Is that correct?

Speaker speaker_1: Yes, sir. Uh, you found me.

Speaker speaker_0: All right then. Let's see here. Looks like the policy that you enrolled into, um, this plan, looks like it is handled by American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, sir. That is the... That's the insurance company for the plan that you've enrolled into.

Speaker speaker_1: American, American... What was that? I'm sorry.

Speaker speaker_0: American Public Life.

Speaker speaker_1: American Public Life. All right. Thank you very much.

Speaker speaker_0: You're welcome. Anything else?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: All right. Thanks for calling and have a wonderful day.

Speaker speaker_1: You too, Chris.

Speaker speaker_0: Okay. Mm-hmm. Bye now.