

Transcript: Chris Sofield (deactivated)-6216860825501696-6729849773178880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hello. Um, it's, uh, my benefit enrollment period . And I talked to y'all earlier this morning and I, I had never really had any time to look into my benefits in my card and all that. And I got sent a dental card. I've got dental with y'all. And I sent it to my dentist 'cause I had some work coming up. And he said it's, it's not going to help. It's just a preventative plan, which I already have a really nice plan that does preventative and pays for getting some work done. So it's really no value added. And I'd like to drop it, but I definitely want to keep my life insurance and my short-term disability. Okay. Uh, what staffing company do you work with? Oxford. All right. And the last four of your Social? 6115. And your first and last name? Wendell Walker. All right, Mr. Walker. Could you verify your address and your date of birth for me, please? 2700 County Road 1215, Pittsburg, Texas 75686. March 3rd, 1961. Okay. All right. We have a phone on file for you at 903-563-1734. Is that correct? That is correct. All right. And to confirm, we are dropping dental, but keeping disability and life. Correct? That is correct. All right. It brings your total weekly deductions down to \$6.06 per week. Just be aware that it does take about one to two weeks for any changes to process. So you may still see one or two more deductions providing one or two final weeks of the dental coverage, but after two weeks at the most, it should drop down to that 6.06. Okay? Okay. Sounds good. I appreciate it. Thank you. No problem. You're welcome. Thanks for calling and have a good day. All right. You too. Bye-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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hello. Um, it's, uh, my benefit enrollment period . And I talked to y'all earlier this morning and I, I had never really had any time to look into my benefits in my card and all that. And I got sent a dental card. I've got dental with y'all. And I sent it to my dentist 'cause I had some work coming up. And he said it's, it's not going to help. It's just a preventative plan, which I already have a really nice plan that does preventative and pays for getting some work done. So it's really no value added. And I'd like to drop it, but I definitely want to keep my life insurance and my short-term disability.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: Oxford.

Speaker speaker_1: All right. And the last four of your Social?

Speaker speaker_2: 6115.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Wendell Walker.

Speaker speaker_1: All right, Mr. Walker. Could you verify your address and your date of birth for me, please?

Speaker speaker_2: 2700 County Road 1215, Pittsburg, Texas 75686. March 3rd, 1961.

Speaker speaker_1: Okay. All right. We have a phone on file for you at 903-563-1734. Is that correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. And to confirm, we are dropping dental, but keeping disability and life. Correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. It brings your total weekly deductions down to \$6.06 per week. Just be aware that it does take about one to two weeks for any changes to process. So you may still see one or two more deductions providing one or two final weeks of the dental coverage, but after two weeks at the most, it should drop down to that 6.06. Okay?

Speaker speaker_2: Okay. Sounds good. I appreciate it. Thank you.

Speaker speaker_1: No problem. You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Bye-bye.