

Transcript: Chris Sofield (deactivated)-6229917168517120-5801485590806528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Yes, this is Alicia. Um, is it... Um, I don't wanna enroll in the benefit 'cause I already have insurance. Okay. Um, what staffing company do you work with? Um, Carlton. Carlton, okay. Let me see if we have a file for you. What's the last four of your Social? 3572. And your last name? Um, Hernandez. All right- Yes. ... Ms. Hernandez. Um, all right. Could you verify your address and date of birth, please? 3447 Parkston, Houston, Texas 77045. My birthday is, um, July 24, 1988. Thank you. We have a phone on file that looks like 832-949-0955. Is that correct? The phone number? Yes, mm-hmm. Okay. All right. So, it looks like Carlton did already start the automatic enrollment process. Um, I'll go ahead and start a cancellation on it. Um, however, I do wanna just say, it is possible you may still see one deduction providing one week of coverage for the plan, but if you see that, that should be the only one you see. Okay. All right. Anything else? No, no. That's it. All right. Thanks again for calling and have a wonderful day. You too. Thank you. You're welcome. Bye-bye now. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, this is Alicia. Um, is it... Um, I don't wanna enroll in the benefit 'cause I already have insurance.

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

Speaker speaker_2: Um, Carlton.

Speaker speaker_1: Carlton, okay. Let me see if we have a file for you. What's the last four of your Social?

Speaker speaker_2: 3572.

Speaker speaker_1: And your last name?

Speaker speaker_2: Um, Hernandez.

Speaker speaker_1: All right-

Speaker speaker_2: Yes.

Speaker speaker_1: ... Ms. Hernandez. Um, all right. Could you verify your address and date of birth, please?

Speaker speaker_2: 3447 Parkston, Houston, Texas 77045. My birthday is, um, July 24, 1988.

Speaker speaker_1: Thank you. We have a phone on file that looks like 832-949-0955. Is that correct?

Speaker speaker_2: The phone number? Yes, mm-hmm.

Speaker speaker_1: Okay. All right. So, it looks like Carlton did already start the automatic enrollment process. Um, I'll go ahead and start a cancellation on it. Um, however, I do wanna just say, it is possible you may still see one deduction providing one week of coverage for the plan, but if you see that, that should be the only one you see.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, no. That's it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye now.

Speaker speaker_2: Bye.