

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. Good morning, Chris. Um, there was a lady that just called me, but I had to disconnect. It was in regards to Nora Staffing and the benefits card. Okay. Um, let me see if I can pull up your file and see what's going on with that. What's the last four of your Social? 9921. And your first and last name? Earlene Kersline. Thank you, Ms. Kersline. Could you verify your ou- your address and your date of birth for me, please? Um, I'm sorry. What is this in regards to? So, we are the plan administrator for the health insurance benefits for Nora Staffing. They recently swapped over to using us instead of, I believe it used to be Essential Staff Care. Um, so it's most likely any sort of contact or communication was regarding health insurance from Nora Staffing. So, it's automatically supplied? Because I didn't have, um, health insurance before this. No. It's, it's not automatic. It's just letting you know that because of the swap over to using us instead of the previous administrator, you're eligible to enroll into benefits, um, since you, since everyone at Nora Staffing are technically new in our system, uh, to allow you to enroll into benefits. So it's kind of like an open enrollment window. If you still don't want any insurance benefits, then you can just disregard any contact. Okay. Got it. Thank you very much, Chris. You're welcome. Have a good day. You too. Bye-bye. Bye now.

Conversation Format

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

Speaker speaker_1: Hi. Good morning, Chris. Um, there was a lady that just called me, but I had to disconnect. It was in regards to Nora Staffing and the benefits card.

Speaker speaker_0: Okay. Um, let me see if I can pull up your file and see what's going on with that. What's the last four of your Social?

Speaker speaker_1: 9921.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Earlene Kersline.

Speaker speaker_0: Thank you, Ms. Kersline. Could you verify your ou- your address and your date of birth for me, please?

Speaker speaker_1: Um, I'm sorry. What is this in regards to?

Speaker speaker_0: So, we are the plan administrator for the health insurance benefits for Nora Staffing. They recently swapped over to using us instead of, I believe it used to be Essential Staff Care. Um, so it's most likely any sort of contact or communication was regarding health insurance from Nora Staffing.

Speaker speaker_1: So, it's automatically supplied? Because I didn't have, um, health insurance before this.

Speaker speaker_0: No. It's, it's not automatic. It's just letting you know that because of the swap over to using us instead of the previous administrator, you're eligible to enroll into benefits, um, since you, since everyone at Nora Staffing are technically new in our system, uh, to allow you to enroll into benefits. So it's kind of like an open enrollment window. If you still don't want any insurance benefits, then you can just disregard any contact.

Speaker speaker_1: Okay. Got it. Thank you very much, Chris.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye now.