

Transcript: Chris Sofield

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Full Transcript

... monitor recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Ricardo? Who's speaking to me now? Hi, Mr. Hanna. My name is Chris. I'm with Benefits at Hard returning a voicemail that you left with us over the weekend about a text message you received. Yeah. All right, before we continue, this call is being recorded for quality assurance and training purposes. Um, what, what was the text message that you received? Um, I don't... I don't think I- I don't think I can remember. Okay. Um, so we're a plan administrator for health insurance benefits for various staffing companies. If any sort of contact was sent out to you, that's what it would be about. Do you work with a staffing company? Oh, I used to. MAU. I was under MAU. Okay, so that may have been a- may have been an- just a reminder that MAU's open enrollment is going on right now to allow anyone to enroll- Mm-hmm. ... in the insurance benefits, but if you're no longer working for MAU then it no longer applies to you. Oh, okay then. Yeah, because I don't work there now. All right then. I was working there before . Understood, yeah, but unfortunately it's- Oh. Yeah, it no longer applies. You can just disregard it then. Oh, okay. All right. Okay then. Thanks. All right. Thank you for taking the time- Have a good- ... to speak with me. Have a good one. Yeah. You too. Bye.

Conversation Format

Speaker speaker_0: ... monitor recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Can I speak with Ricardo?

Speaker speaker_2: Who's speaking to me now?

Speaker speaker_1: Hi, Mr. Hanna. My name is Chris. I'm with Benefits at Hard returning a voicemail that you left with us over the weekend about a text message you received.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, before we continue, this call is being recorded for quality assurance and training purposes. Um, what, what was the text message that you received?

Speaker speaker_2: Um, I don't... I don't think I- I don't think I can remember.

Speaker speaker_1: Okay. Um, so we're a plan administrator for health insurance benefits for various staffing companies. If any sort of contact was sent out to you, that's what it would be about. Do you work with a staffing company?

Speaker speaker_2: Oh, I used to. MAU. I was under MAU.

Speaker speaker_1: Okay, so that may have been a- may have been an- just a reminder that MAU's open enrollment is going on right now to allow anyone to enroll-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... in the insurance benefits, but if you're no longer working for MAU then it no longer applies to you.

Speaker speaker_2: Oh, okay then. Yeah, because I don't work there now.

Speaker speaker_1: All right then.

Speaker speaker_2: I was working there before .

Speaker speaker_1: Understood, yeah, but unfortunately it's-

Speaker speaker_2: Oh.

Speaker speaker_1: Yeah, it no longer applies. You can just disregard it then.

Speaker speaker_2: Oh, okay. All right. Okay then. Thanks.

Speaker speaker_1: All right. Thank you for taking the time-

Speaker speaker_2: Have a good-

Speaker speaker_1: ... to speak with me. Have a good one.

Speaker speaker_2: Yeah. You too. Bye.