

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Uh, yes. Uh, this is Donnie Bowers. I had got a, a text from you all, saying something about a Benefits card that I could get from the temp service that I work with you. Okay. Yeah. We're the plan administrator for health, sorry, for health insurance benefits, uh, for various temp services. Um, what, uh, which company do you work with? Um, hold on for a minute. Let me look it up. Um... Now hold on for a minute. Let me look it up. Hold on. Is it a temp service name you guys use? A what? No, the temp service you work with. Oh. Uh, it's Innovation. Temp Service. Innovation? Yes. Do you mean- It's here, it, it, it's- Do you Mean Innovative Health Solutions? Here in, um- Yes. Okay. One moment. Here, here in Henderson, Kentucky. Okay. That wouldn't help me at all, because we partner with multiple different companies on more of like a- Oh, okay. ... uh, like a back office almost level. Um, let's see here. Uh, it's, it's most likely the text that you got... Uh, let me check something real quick. I believe it's just letting you know that you may be eligible for health insurance benefits as a new client. Oh, I can... I can afford it now . I can afford it now. Okay. Well, I mean, yeah. It, it's not letting... It's not telling you that you have to get it or saying that you're- Mm-hmm. ... going to be enrolled into it. It's just letting you know that you're eligible for it. Okay. Okay. Okay. All right. Anything else? No, sir. Thank you so much. You're welcome. Thanks for calling and have a good day. You too. All right, bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, yes. Uh, this is Donnie Bowers. I had got a, a text from you all, saying something about a Benefits card that I could get from the temp service that I work with you.

Speaker speaker_1: Okay. Yeah. We're the plan administrator for health, sorry, for health insurance benefits, uh, for various temp services. Um, what, uh, which company do you work with?

Speaker speaker_2: Um, hold on for a minute. Let me look it up. Um... Now hold on for a minute. Let me look it up. Hold on. Is it a temp service name you guys use?

Speaker speaker_3: A what?

Speaker speaker_2: No, the temp service you work with.

Speaker speaker_3: Oh.

Speaker speaker_2: Uh, it's Innovation. Temp Service.

Speaker speaker_1: Innovation?

Speaker speaker_2: Yes.

Speaker speaker_1: Do you mean-

Speaker speaker_2: It's here, it, it, it's-

Speaker speaker_1: Do you Mean Innovative Health Solutions?

Speaker speaker_2: Here in, um- Yes.

Speaker speaker_1: Okay. One moment.

Speaker speaker_2: Here, here in Henderson, Kentucky.

Speaker speaker_1: Okay. That wouldn't help me at all, because we partner with multiple different companies on more of like a-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... uh, like a back office almost level. Um, let's see here. Uh, it's, it's most likely the text that you got... Uh, let me check something real quick. I believe it's just letting you know that you may be eligible for health insurance benefits as a new client.

Speaker speaker_2: Oh, I can... I can afford it now . I can afford it now.

Speaker speaker_1: Okay. Well, I mean, yeah. It, it's not letting... It's not telling you that you have to get it or saying that you're-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... going to be enrolled into it. It's just letting you know that you're eligible for it.

Speaker speaker_2: Okay. Okay. Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, sir. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.