

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 in a Card. This is Chris. How can I help you today? Yes, how you doing, Chris? I'm doing all right, and yourself? I'm doing well. It's raining here, and cold. It was like that here a couple of days ago, so I definitely feel that. Oh, yeah. Like, don't be outside if you don't need to, kind of weather. Oh, yeah, definitely understand that. Um, how can I help you today, ma'am? Well, I got an email about this benefits card, but I didn't want any, um, thing, so I wanted to make sure there's nothing, um, frequent, like check off or anything, to take out my pay or anything like that. Just wanna- Okay, yeah. ... verify. Yeah, I can, I can check to make sure that you're not enrolled into anything. Um, what staffing company do you work with? HSS. All right, and the last four of your Social to locate the file? 77757. Thank you. And then your first and last name, ma'am. It's Yardley, first name, last name Jean, J-E-A-N. Thank you, Ms. Jean. Could you verify your address and your date of birth for me? Yep. It's 9801 Old Bay Meadows Road, Apartment 157. It's in Jacksonville, Florida. The zip is 32256. And my birthday is 2/21/74. It's coming up, yay! Well, happy early birthday, ma'am. Yes, thank you. You're welcome. And then, uh, we have a phone number on file of 757-389-1384, is that correct? That's correct. All right. Okay, yeah, I see what it was. So we had tried to get in contact with you. The enrollment form that you had filled out a couple of days ago- Yeah. ... you had selected that you wanted insurance and then you selected the option of no insurance, um, which is why we were trying to contact you. Mm-hmm. So you do, you do not want any insurance through HSS, correct? Correct. I don't want any insurance. See, when you had to go through the thing, I, I was just trying to... It, it's like, it was 12 different items I need done and that was one of them. I was like, "Well, what do I need to go and do," and put in uni- and I don't know what I, that I did and then it finally went. So now it's like, there, I know what I did or did not put, so. Understood. All right then. Well, we'll just go ahead and document that you were not looking to enroll into anything. And seeing as HSS doesn't have any sort of automatic enrollment processes or anything, as long as you- No. ... as long as you don't change your mind and if you don't enroll into anything yourself, then yeah, you're not, you're not gonna get enrolled into anything for insurance purposes. Oh, okay. 'Cause it, um, sent me something. It said as of, be advised as today, have 30 days from my first payroll check to contact with any changes or enroll. But I didn't wanna enroll 'cause I already have my own insurance. But I guess they don't need to know that. They just wanna know if I wanna enroll in their service, and I, I didn't. Yeah, that's, that's all we were trying to verify, if you were looking to enroll into anything, just because of the confusion on the form. But now that we know you don't- Yeah. ... we're, we're good to go. Okay, so is there anything else I need to do, or, or they gotta send me- Uh, no, ma'am. ... something? Mm-hmm. No, no, ma'am. No, you're, you're, you're good to go. Uh, this, this call was really the only thing you needed to do just to

confirm with us. And, uh, we've done, we, we've got what we need, so we're good to go. Oh, okay. That works. All right then, Ms. Jean. Anything else? No, I just wanna know when I can work now. Unfortunately, that's not gonna be a question I've got the answer to. You might wanna get in touch with HSS for that one. I think they at home, um, having hot cocoa, so. They might be. Well, don't know, uh, don't know until you try to get in contact with them, I guess. Yeah, that's true. All right then. All right, well, if that's everything, Ms. Jean, thanks again for calling Benefits in a Card. You have a wonderful day, ma'am. Okay, you too. Thank you, Chris. Bye now. Okay, bye-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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, how you doing, Chris?

Speaker speaker_1: I'm doing all right, and yourself?

Speaker speaker_2: I'm doing well. It's raining here, and cold.

Speaker speaker_1: It was like that here a couple of days ago, so I definitely feel that.

Speaker speaker_2: Oh, yeah. Like, don't be outside if you don't need to, kind of weather.

Speaker speaker_1: Oh, yeah, definitely understand that. Um, how can I help you today, ma'am?

Speaker speaker_2: Well, I got an email about this benefits card, but I didn't want any, um, thing, so I wanted to make sure there's nothing, um, frequent, like check off or anything, to take out my pay or anything like that. Just wanna-

Speaker speaker_1: Okay, yeah.

Speaker speaker_2: ... verify.

Speaker speaker_1: Yeah, I can, I can check to make sure that you're not enrolled into anything. Um, what staffing company do you work with?

Speaker speaker_2: HSS.

Speaker speaker_1: All right, and the last four of your Social to locate the file?

Speaker speaker_2: 77757.

Speaker speaker_1: Thank you. And then your first and last name, ma'am.

Speaker speaker_2: It's Yardley, first name, last name Jean, J-E-A-N.

Speaker speaker_1: Thank you, Ms. Jean. Could you verify your address and your date of birth for me?

Speaker speaker_2: Yep. It's 9801 Old Bay Meadows Road, Apartment 157. It's in Jacksonville, Florida. The zip is 32256. And my birthday is 2/21/74. It's coming up, yay!

Speaker speaker_1: Well, happy early birthday, ma'am.

Speaker speaker_2: Yes, thank you.

Speaker speaker_1: You're welcome. And then, uh, we have a phone number on file of 757-389-1384, is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. Okay, yeah, I see what it was. So we had tried to get in contact with you. The enrollment form that you had filled out a couple of days ago-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you had selected that you wanted insurance and then you selected the option of no insurance, um, which is why we were trying to contact you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you do, you do not want any insurance through HSS, correct?

Speaker speaker_2: Correct. I don't want any insurance. See, when you had to go through the thing, I, I was just trying to... It, it's like, it was 12 different items I need done and that was one of them. I was like, "Well, what do I need to go and do," and put in uni- and I don't know what I, that I did and then it finally went. So now it's like, there, I know what I did or did not put, so.

Speaker speaker_1: Understood. All right then. Well, we'll just go ahead and document that you were not looking to enroll into anything. And seeing as HSS doesn't have any sort of automatic enrollment processes or anything, as long as you-

Speaker speaker_2: No.

Speaker speaker_1: ... as long as you don't change your mind and if you don't enroll into anything yourself, then yeah, you're not, you're not gonna get enrolled into anything for insurance purposes.

Speaker speaker_2: Oh, okay. 'Cause it, um, sent me something. It said as of, be advised as today, have 30 days from my first payroll check to contact with any changes or enroll. But I didn't wanna enroll 'cause I already have my own insurance. But I guess they don't need to know that. They just wanna know if I wanna enroll in their service, and I, I didn't.

Speaker speaker_1: Yeah, that's, that's all we were trying to verify, if you were looking to enroll into anything, just because of the confusion on the form. But now that we know you don't-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... we're, we're good to go.

Speaker speaker_2: Okay, so is there anything else I need to do, or, or they gotta send me-

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_2: ... something? Mm-hmm.

Speaker speaker_1: No, no, ma'am. No, you're, you're, you're good to go. Uh, this, this call was really the only thing you needed to do just to confirm with us. And, uh, we've done, we, we've got what we need, so we're good to go.

Speaker speaker_2: Oh, okay. That works.

Speaker speaker_1: All right then, Ms. Jean. Anything else?

Speaker speaker_2: No, I just wanna know when I can work now.

Speaker speaker_1: Unfortunately, that's not gonna be a question I've got the answer to. You might wanna get in touch with HSS for that one.

Speaker speaker_2: I think they at home, um, having hot cocoa, so.

Speaker speaker_1: Th- they might be. Well, don't know, uh, don't know until you try to get in contact with them, I guess.

Speaker speaker_2: Yeah, that's true.

Speaker speaker_1: All right then. All right, well, if that's everything, Ms. Jean, thanks again for calling Benefits in a Card. You have a wonderful day, ma'am.

Speaker speaker_2: Okay, you too. Thank you, Chris.

Speaker speaker_1: Bye now.

Speaker speaker_2: Okay, bye-bye now.