

Transcript: Chris Sofield

(deactivated)-4521703530512384-5255582444896256

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? Uh, yes, uh, I was... I was, uh, having trouble with, uh, my benefits. Uh, I was trying to, uh, use them today and, um, the, the places, they said they couldn't find the group number and a policy number because I just- Okay. I just received them, so I don't know at this point. Okay. Uh, what staffing company do you work with, sir? Uh, Partners Personal. And the last four of your Social? 3081. All right, your first and last name? DeAngelo Whatley. All right, Mr. Whatley, could you verify your address and your date of birth for me please? 203 Oak Circle, Stockbridge, Georgia. Uh, date of birth, June 24th, 1997. Thank you. Phone on file of 781-3760, is that correct? Yes. Okay. I see here, it looks like maybe about 30 minutes ago, we had emailed those copies of the ID cards to you, did you not receive them? Uh, I didn't receive the, the copies. I just received a... The, uh, the, the provider's information. Okay. The, uh- I just need the, the phone number. For, for your dental or for your vision? Uh, for, for both. Uh, your dental is going to be through a company called, um, American Public Life. Okay. And your vision is going to be through MetLife. Okay. But the, the, the, um... They were, the people that I was trying to schedule an appointment with, they was asking me for, like, the group number and the policy number. Okay, yeah. That, that would have been all on the ID cards that you should have received via email. Did you check your spam folder to make sure that they didn't go there? Uh, I didn't... I didn't check the spam. Uh, I don't see it in the spam either. Okay. Can you confirm we have your email on file as dwhatley14@gmail.com? Yes. Okay, one moment. Okay, okay, okay, I got it, I got it, I got it. Okay, you were able to locate it? Yes. Okay. So yes, just, uh, that's, that's going to have all your information, sir. Okay, thank you. You're welcome. Thanks for calling and have a good day. You too.

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: Uh, yes, uh, I was... I was, uh, having trouble with, uh, my benefits. Uh, I was trying to, uh, use them today and, um, the, the places, they said they couldn't find the group number and a policy number because I just-

Speaker speaker_1: Okay.

Speaker speaker_2: I just received them, so I don't know at this point.

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

Speaker speaker_2: Uh, Partners Personal.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3081.

Speaker speaker_1: All right, your first and last name?

Speaker speaker_2: DeAngelo Whatley.

Speaker speaker_1: All right, Mr. Whatley, could you verify your address and your date of birth for me please?

Speaker speaker_2: 203 Oak Circle, Stockbridge, Georgia. Uh, date of birth, June 24th, 1997.

Speaker speaker_1: Thank you. Phone on file of 781-3760, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I see here, it looks like maybe about 30 minutes ago, we had emailed those copies of the ID cards to you, did you not receive them?

Speaker speaker_2: Uh, I didn't receive the, the copies. I just received a... The, uh, the, the provider's information.

Speaker speaker_1: Okay. The, uh-

Speaker speaker_2: I just need the, the phone number.

Speaker speaker_1: For, for your dental or for your vision?

Speaker speaker_2: Uh, for, for both.

Speaker speaker_1: Uh, your dental is going to be through a company called, um, American Public Life.

Speaker speaker_2: Okay.

Speaker speaker_1: And your vision is going to be through MetLife.

Speaker speaker_2: Okay. But the, the, the, um... They were, the people that I was trying to schedule an appointment with, they was asking me for, like, the group number and the policy number.

Speaker speaker_1: Okay, yeah. That, that would have been all on the ID cards that you should have received via email. Did you check your spam folder to make sure that they didn't go there?

Speaker speaker_2: Uh, I didn't... I didn't check the spam. Uh, I don't see it in the spam either.

Speaker speaker_1: Okay. Can you confirm we have your email on file as dwhatley14@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, one moment.

Speaker speaker_2: Okay, okay, okay, I got it, I got it, I got it.

Speaker speaker_1: Okay, you were able to locate it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So yes, just, uh, that's, that's going to have all your information, sir.

Speaker speaker_2: Okay, thank you.

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

Speaker speaker_2: You too.