

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? Hi, Chris. This is Alicia at APL. I have a Mr. Cameron Thompson on the line. He's with MAU, um, last four of social is... I'm trying to get to it, I apologize. And my computer just... Hang on, I apologize. Hello. There we go. And last four of social's 9137. All right and, and how can we help? So, he is no longer at MAU and needs a letter of coverage or certificate of coverage or... He just needs something, um, stating that he no longer has it. We, we don't see it lapsed yet, but... Hmm. Yeah. That's what he means. All right. Yeah. We, we don't see it's lapsed just yet either, so I'll have to, I'll have to... There's probably, there's probably something our back office needs to look into as far as seeing if anything can be processed for that. But, I, I can explain all of that to him. All right, Chris. Let me get him on the line. I appreciate it and you have a wonderful day. One moment. You, you too, Alicia. Thanks. Mr. Thompson, thank you for your patience. I do have Chris at Benefits in a Card, he's going to assist you further. And I did explain kind of what you're looking for, okay? Okay. Thank you. And thank you. You have a wonderful day. Take care. Buh-bye. Uh, Mr. Thompson? Hey. Hi. Uh, my name is Chris. Um, I'm with Benefits in a Card. As Alicia stated, um, w- uh, sounds like, uh, what you need is a, some sort of document showing that as you're no longer with MAU, you no longer have any insurance policy through them. Is that correct? Yeah. Okay. Um, so, what we'll need to do then, uh, we'll go ahead and start working on, uh, seeing if we can get that document processed for you. Um, our system still shows that the coverage is still technically active, um, most likely due to the fact that there was a deduction out of a, out of some sort of paycheck last week. Um, so I am gonna need to reach out to my back office for confirmation to make sure that, uh, we, that we can go ahead and process this document for you, as, um- Okay. ... techni- technically in our system, which only shows coverage or not coverage, um, you still have that in, that plan. Uh, they, they may need to verify with MAU the, uh, status of your employment before we can move forward with anything. Um, but I- Okay. ... but that only should take a day or two at the most to, uh, to review and, and process through everything. And then once, once that's done, um, we can get a request over to the team that handles those documents to get that processed and sent out to you. Uh, that is sent via email. Can you confirm the email that we have on file for you is cameronp18@gmail.com? Is that correct? That's correct. Okay. All right then. So we'll go ahead and start working on what we need to work on to get this document out to you. Um, for right now was there anything else that I could help you with? No. Uh, getting that document over is all I needed. I appreciate it. No problem. We'll try to get that out to you as quickly as possible. All right. Okay. If that's everything, uh, thanks again for calling and you have a wonderful day. All right, Chris. You too. All right. Bye now. Bye.

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: Hi, Chris. This is Alicia at APL. I have a Mr. Cameron Thompson on the line. He's with MAU, um, last four of social is... I'm trying to get to it, I apologize. And my computer just... Hang on, I apologize. Hello. There we go. And last four of social's 9137.

Speaker speaker_1: All right and, and how can we help?

Speaker speaker_2: So, he is no longer at MAU and needs a letter of coverage or certificate of coverage or... He just needs something, um, stating that he no longer has it. We, we don't see it lapsed yet, but...

Speaker speaker_1: Hmm. Yeah.

Speaker speaker_2: That's what he means.

Speaker speaker_1: All right. Yeah. We, we don't see it's lapsed just yet either, so I'll have to, I'll have to... There's probably, there's probably something our back office needs to look into as far as seeing if anything can be processed for that. But, I, I can explain all of that to him.

Speaker speaker_2: All right, Chris. Let me get him on the line. I appreciate it and you have a wonderful day. One moment.

Speaker speaker_1: You, you too, Alicia.

Speaker speaker_2: Thanks. Mr. Thompson, thank you for your patience. I do have Chris at Benefits in a Card, he's going to assist you further. And I did explain kind of what you're looking for, okay?

Speaker speaker_3: Okay. Thank you.

Speaker speaker_2: And thank you. You have a wonderful day. Take care. Buh-bye.

Speaker speaker_1: Uh, Mr. Thompson?

Speaker speaker_3: Hey.

Speaker speaker_1: Hi. Uh, my name is Chris. Um, I'm with Benefits in a Card. As Alicia stated, um, w- uh, sounds like, uh, what you need is a, some sort of document showing that as you're no longer with MAU, you no longer have any insurance policy through them. Is that correct?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay. Um, so, what we'll need to do then, uh, we'll go ahead and start working on, uh, seeing if we can get that document processed for you. Um, our system still shows that the coverage is still technically active, um, most likely due to the fact that there

was a deduction out of a, out of some sort of paycheck last week. Um, so I am gonna need to reach out to my back office for confirmation to make sure that, uh, we, that we can go ahead and process this document for you, as, um-

Speaker speaker_3: Okay.

Speaker speaker_1: ... techni- technically in our system, which only shows coverage or not coverage, um, you still have that in, that plan. Uh, they, they may need to verify with MAU the, uh, status of your employment before we can move forward with anything. Um, but I-

Speaker speaker_3: Okay.

Speaker speaker_1: ... but that only should take a day or two at the most to, uh, to review and, and process through everything. And then once, once that's done, um, we can get a request over to the team that handles those documents to get that processed and sent out to you. Uh, that is sent via email. Can you confirm the email that we have on file for you is cameronp18@gmail.com? Is that correct?

Speaker speaker_3: That's correct.

Speaker speaker_1: Okay. All right then. So we'll go ahead and start working on what we need to work on to get this document out to you. Um, for right now was there anything else that I could help you with?

Speaker speaker_3: No. Uh, getting that document over is all I needed. I appreciate it.

Speaker speaker_1: No problem. We'll try to get that out to you as quickly as possible. All right.

Speaker speaker_3: Okay.

Speaker speaker_1: If that's everything, uh, thanks again for calling and you have a wonderful day.

Speaker speaker_3: All right, Chris. You too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_3: Bye.