

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? Hey, Chris. It's Tracy with APL. How are you doing today? I'm doing all right. Any... Uh, how can I help you? I have an insured on the line who's needing to update her address and, also, she says that her dependents should be on her policy, but we show as an individual policy only. Hmm. Okay. Her last- Yeah. ... name is Vickery and first name is Amanda. And what- The last- Sorry, go ahead. Last four social is 7338. Right. And what group is she in? In Innovative Staff Solutions. Got it. Okay. That's... This is strange. Y'all are showing individual only, but she is- Right. ... enrolled into single parent family. Um... I'll have... I'll have our back office reach out to whoever they need to on your side to fix that. Perfect. Um. Okay. But then... But, yeah, we can go ahead and... We can go ahead and update her address and then I'll let her know that we're working on getting that corrected. Great. Okay. Well, thank you so very much and I hope that you have a wonderful weekend, Chris. Same to you. Thanks. Okay. You're welcome. Bye-bye. Bye now. All right. Ms. Vickery? Yes. Hi, my name is Chris. I'm with Benefits on a Card. Um, I understand that you wish to update your address, as well as there seems to be an error with your level of coverage, uh, with APL showing that it's just you, but it should be you and your children? Yes. Okay. So, we have determined that, yeah, there seems to be- Mm-hmm. ... a discrepancy as far as your coverage level. I'm gonna reach out to our back office so they can reach out to who they need to on a- ... the APL side to get that corrected. Um, once I hear back from them, I can give you a call back to let you know that that's been fixed. In the meantime- Mm-hmm. ... we can go ahead and update- Okay. ... your address. Uh, what is... What is your new address, ma'am? It's 411 Hillview Court, Princeton, Kentucky. And the zip code? 42445. All right. Thank you. All right. I've gone ahead and updated the address on our side, uh, so we're good to go on that. And then, like I said, I'll get our back office to reach out to, uh, whoever their contacts over on APL's side are and see what's needed to get this issue with your level of coverage corrected to... Uh, to be able to properly show that your children are on your policy, okay? All right. Thank you. No problem. Anything else for now? No. All right. Thanks again for calling in. You have a wonderful 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: Hey, Chris. It's Tracy with APL. How are you doing today?

Speaker speaker_1: I'm doing all right. Any... Uh, how can I help you?

Speaker speaker_2: I have an insured on the line who's needing to update her address and, also, she says that her dependents should be on her policy, but we show as an individual policy only.

Speaker speaker_1: Hmm. Okay.

Speaker speaker_2: Her last-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... name is Vickery and first name is Amanda.

Speaker speaker_1: And what-

Speaker speaker_2: The last-

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: Last four social is 7338.

Speaker speaker_1: Right. And what group is she in?

Speaker speaker_2: In Innovative Staff Solutions.

Speaker speaker_1: Got it. Okay. That's... This is strange. Y'all are showing individual only, but she is-

Speaker speaker_2: Right.

Speaker speaker_1: ... enrolled into single parent family. Um... I'll have... I'll have our back office reach out to whoever they need to on your side to fix that.

Speaker speaker_2: Perfect.

Speaker speaker_1: Um.

Speaker speaker_2: Okay.

Speaker speaker_1: But then... But, yeah, we can go ahead and... We can go ahead and update her address and then I'll let her know that we're working on getting that corrected.

Speaker speaker_2: Great. Okay. Well, thank you so very much and I hope that you have a wonderful weekend, Chris.

Speaker speaker_1: Same to you.

Speaker speaker_2: Thanks. Okay.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye now. All right. Ms. Vickery?

Speaker speaker_2: Yes.

Speaker speaker_1: Hi, my name is Chris. I'm with Benefits on a Card. Um, I understand that you wish to update your address, as well as there seems to be an error with your level of coverage, uh, with APL showing that it's just you, but it should be you and your children?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, we have determined that, yeah, there seems to be-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... a discrepancy as far as your coverage level. I'm gonna reach out to our back office so they can reach out to who they need to on a- ... the APL side to get that corrected. Um, once I hear back from them, I can give you a call back to let you know that that's been fixed. In the meantime-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we can go ahead and update-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your address. Uh, what is... What is your new address, ma'am?

Speaker speaker_2: It's 411 Hillview Court, Princeton, Kentucky.

Speaker speaker_1: And the zip code?

Speaker speaker_2: 42445.

Speaker speaker_1: All right. Thank you. All right. I've gone ahead and updated the address on our side, uh, so we're good to go on that. And then, like I said, I'll get our back office to reach out to, uh, whoever their contacts over on APL's side are and see what's needed to get this issue with your level of coverage corrected to... Uh, to be able to properly show that your children are on your policy, okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. Anything else for now?

Speaker speaker_2: No.

Speaker speaker_1: All right. Thanks again for calling in. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.