

## 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? Did you say your name was Chris? Yes, sir. Okay, Chris. My name is Timothy Hicks. Uh, sir, I called you all, I would say at least a month ago, probably a little longer than that, and got signed up for, I think it's APL, American Public Life Insurance. Yep. And I have not received any paperwork or, or anything from you all and I also believe that money is currently coming out of my checks and I need to see what's going on with that. Okay. What staffing company do you work with, sir? Surge Staffing in Elizabethtown, Kentucky. All right. And the last four of your Social, Mr. Hicks? 2013. Thank you. Mm-hmm. Can you verify your address- Uh huh. ... and your date of birth for me, please? Uh, date of birth, January 10th, 1985. Uh, address, 14222 South Dixie Highway, Upton, Kentucky 42784. Thank you. Uh, phone on file we have is 270-990-4369. Is that correct? That is correct. And we have an email on file that looks like Abigail, that's A-B-B-I-G-A-L-E 900@Gmail.com. Is that also correct? That is correct. Okay. So, yes. Uh, deductions would be coming out of your check to pay for the med, the plan insurance premiums, um, so that is normal. As far as the I- as far as any sort of paperwork or ID card or anything like that, uh, those are sent by American Public Life, not by us. Um, and it- Okay. ... the plan that you enrolled into, they send the initial ID card via email. They don't send one in the mail. Um, with the, uh, and that would've arrived somewhere around maybe a week or two ago. Um- Okay. ... just to be safe, just to go ahead- Mm-hmm. ... and make sure that you can have the information you need, I'm also gonna go ahead and send another copy to the email address on file. Um, this copy will come- Please. ... from our email add... Sorry, go ahead. No, no. I said please. I said please send it to me now. Oh, oh. I'm going to the doctor right now. Okay? Okay. My apologies. I thought you had said wait. Um, yeah, so, uh, yeah, we'll go ahead and send another copy of the, uh, ID card to the email address on file. This copy will come from our email address, uh, here. This is info@benefitsinacard.com. Now, if you don't see this copy in your inbox, check your spam folder. It might've gotten filtered there. And, uh, you should be able to see it in a couple minutes here, okay? Okay, bud. I appreciate it and so after I speak with you, uh, I need to be contacting APL if I have not received, uh, an email from them. I don't contact you all for any information. I need to directly contact APL, correct? Um, yes. So we, uh, any sort of, uh, ID, like now if you would prefer a physical ID card for the, for the plan, uh, we can send them or request to have one sent to your address. Um, but it's- Please do that. Yeah. We can do that. Now if, um, now y- you would get in contact with APL regarding any sort of coverage-related questions. So if you're con- if you're, if you're curious or confused about what your plan may or may not cover, you contact APL. Um, if you want to make any changes- Okay. ... to the plan, like if you want to, if you say that you no longer want the insurance plan and you want to cancel it or anything like that, uh, you would call us about

that. That, that, anything enrollment-related, you call us, but anything related to the actual insurance com-, like the insurance coverage itself, you contact them. Okay? Okay. That sounds good. All right then. Anything else, Mr. Hicks? Uh, no, Chris. You, uh, were very helpful and I appreciate it. No problem. If that's everything, thanks again for calling and you have a wonderful day. You too, bud. Bye 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: Did you say your name was Chris?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay, Chris. My name is Timothy Hicks. Uh, sir, I called you all, I would say at least a month ago, probably a little longer than that, and got signed up for, I think it's APL, American Public Life Insurance.

Speaker speaker\_1: Yep.

Speaker speaker\_2: And I have not received any paperwork or, or anything from you all and I also believe that money is currently coming out of my checks and I need to see what's going on with that.

Speaker speaker\_1: Okay. What staffing company do you work with, sir?

Speaker speaker\_2: Surge Staffing in Elizabethtown, Kentucky.

Speaker speaker\_1: All right. And the last four of your Social, Mr. Hicks?

Speaker speaker\_2: 2013.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Can you verify your address-

Speaker speaker\_2: Uh huh.

Speaker speaker\_1: ... and your date of birth for me, please?

Speaker speaker\_2: Uh, date of birth, January 10th, 1985. Uh, address, 14222 South Dixie Highway, Upton, Kentucky 42784.

Speaker speaker\_1: Thank you. Uh, phone on file we have is 270-990-4369. Is that correct?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And we have an email on file that looks like Abigail, that's A-B-B-I-G-A-L-E 900@Gmail.com. Is that also correct?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: Okay. So, yes. Uh, deductions would be coming out of your check to pay for the med, the plan insurance premiums, um, so that is normal. As far as the I- as far as any sort of paperwork or ID card or anything like that, uh, those are sent by American Public Life, not by us. Um, and it-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the plan that you enrolled into, they send the initial ID card via email. They don't send one in the mail. Um, with the, uh, and that would've arrived somewhere around maybe a week or two ago. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just to be safe, just to go ahead-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and make sure that you can have the information you need, I'm also gonna go ahead and send another copy to the email address on file. Um, this copy will come-

Speaker speaker\_2: Please.

Speaker speaker\_1: ... from our email add... Sorry, go ahead.

Speaker speaker\_2: No, no. I said please. I said please send it to me now.

Speaker speaker\_1: Oh, oh.

Speaker speaker\_2: I'm going to the doctor right now. Okay?

Speaker speaker\_1: Okay. My apologies. I thought you had said wait. Um, yeah, so, uh, yeah, we'll go ahead and send another copy of the, uh, ID card to the email address on file. This copy will come from our email address, uh, here. This is info@benefitsinacard.com. Now, if you don't see this copy in your inbox, check your spam folder. It might've gotten filtered there. And, uh, you should be able to see it in a couple minutes here, okay?

Speaker speaker\_2: Okay, bud. I appreciate it and so after I speak with you, uh, I need to be contacting APL if I have not received, uh, an email from them. I don't contact you all for any information. I need to directly contact APL, correct?

Speaker speaker\_1: Um, yes. So we, uh, any sort of, uh, ID, like now if you would prefer a physical ID card for the, for the plan, uh, we can send them or request to have one sent to your address. Um, but it's-

Speaker speaker\_2: Please do that.

Speaker speaker\_1: Yeah. We can do that. Now if, um, now y- you would get in contact with APL regarding any sort of coverage-related questions. So if you're con- if you're, if you're

curious or confused about what your plan may or may not cover, you contact APL. Um, if you want to make any changes-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to the plan, like if you want to, if you say that you no longer want the insurance plan and you want to cancel it or anything like that, uh, you would call us about that. That, that, anything enrollment-related, you call us, but anything related to the actual insurance com-, like the insurance coverage itself, you contact them. Okay?

Speaker speaker\_2: Okay. That sounds good.

Speaker speaker\_1: All right then. Anything else, Mr. Hicks?

Speaker speaker\_2: Uh, no, Chris. You, uh, were very helpful and I appreciate it.

Speaker speaker\_1: No problem. If that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker\_2: You too, bud. Bye bye.

Speaker speaker\_1: Bye now.