

Transcript: Chris Sofield (deactivated)-4867045491949568-4776254379606016

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. I had, uh, um, signed up for my vision and dental when I first got with Surge. Yeah. And I have not received my card yet. Okay, let me take a look at your file. What's the last four of your Social? 8654. And your first and last name? Franklin Owens. There we go. All right, Mr. Owens, could you verify your address and your date of birth, please? 13 Hitchpath Street, Liberty, South Carolina 29657. Date of birth is 03/11/73. Okay. We have a phone on file at 207-2961. Is that correct? Yes. Okay. Um... It looks like the reason you haven't gotten any ID cards yet is because your policy hasn't even gone into effect yet. Um, while the enrollment has processed, we're still waiting on Surge to start taking deductions. When they do, that's on them. We have no control over it. Once they've done so, your policy should become effective the following Monday with your ID cards arriving about a week or two after that. Okay. Anything else? Um, no, that's it. All right, thanks again for calling and have a wonderful day. All right, 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: Uh, yes. I had, uh, um, signed up for my vision and dental when I first got with Surge.

Speaker speaker_1: Yeah.

Speaker speaker_2: And I have not received my card yet.

Speaker speaker_1: Okay, let me take a look at your file. What's the last four of your Social?

Speaker speaker_2: 8654.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Franklin Owens.

Speaker speaker_1: There we go. All right, Mr. Owens, could you verify your address and your date of birth, please?

Speaker speaker_2: 13 Hitchpath Street, Liberty, South Carolina 29657. Date of birth is 03/11/73.

Speaker speaker_1: Okay. We have a phone on file at 207-2961. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um... It looks like the reason you haven't gotten any ID cards yet is because your policy hasn't even gone into effect yet. Um, while the enrollment has processed, we're still waiting on Surge to start taking deductions. When they do, that's on them. We have no control over it. Once they've done so, your policy should become effective the following Monday with your ID cards arriving about a week or two after that.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else?

Speaker speaker_2: Um, no, that's it.

Speaker speaker_1: All right, thanks again for calling and have a wonderful day.

Speaker speaker_2: All right, you too.

Speaker speaker_1: All right, bye now.

Speaker speaker_2: Bye.