

Transcript: Chris Sofield

(deactivated)-4872258694627328-5243618746908672

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? Hey, Chris. So I faxed over my, um, my paperwork, the application thing for ATC. Um, that's the company I work for, and I was just making sure that y'all got it. Uh, I see the open- I think on the 9th, you're supposed to open enroll me. And I was just trying to make sure that y'all got it. Okay. You said this is with ATC. What, uh, what's the last four of your Social? 0214. And your first and last name? Francesca Williams. Williams? Mm-hmm. Okay... Okay. Um, have, uh, have you ever gone by a different last name? I don't see a Williams on here. I used to go by Whitaker, but, um- Okay. Yeah, we- ... I'm just gonna wh- ... we have it down as... It looks like we- Is it? We have it down as Whitaker. Okay. I'm not Whitaker anymore. I'm Williams. But is that the new one or is that something that's old? Because I, I didn't- So- So have I had insurance all this time? I can, I can take a look into that as soon as I verify- Okay. ... some information with you. Can you please verify your address and your date of birth? 1214 South Street, Cumming, Georgia 31792. Birthday, February 6th, 1993. Okay. We have a different address on file, one in Cairo. Okay. Um, 178 Allison Drive, Cairo, Georgia 39828. Okay. Thank you. We'll update that. And then, uh, we have a phone number on file for you. We have 229-221-2423. Is that correct? That's correct. All right. Okay. So we'll go ahead and update the information. I do see here that a form has been received. Um, it just doesn't look like the... it looks like the information on the form may not have been updated on the system. We'll go ahead and do that now. Mm-hmm. All right. And then... Make sure if you print your stuff, I need to do, um, and donate, do a, um... Oh. I don't know you already did it. All right. I see here that you were looking for... It looks like it was the VIP Prime Dental & Vision Plan. It looks like for employee only. Mm-hmm. Okay. Yeah. That, that has been received, and it looks like that's been put into place here to go into effect as of January 6th. Okay. Thank you. No problem. Anything else? That's it. All right. Thanks for calling and have a good day. Okay. No, ma'am.

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: Hey, Chris. So I faxed over my, um, my paperwork, the application thing for ATC. Um, that's the company I work for, and I was just making sure that y'all got it. Uh, I see the open- I think on the 9th, you're supposed to open enroll me. And I was just trying to

make sure that y'all got it.

Speaker speaker_1: Okay. You said this is with ATC. What, uh, what's the last four of your Social?

Speaker speaker_2: 0214.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Francesca Williams.

Speaker speaker_1: Williams?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay... Okay. Um, have, uh, have you ever gone by a different last name? I don't see a Williams on here.

Speaker speaker_2: I used to go by Whitaker, but, um-

Speaker speaker_1: Okay. Yeah, we-

Speaker speaker_2: ... I'm just gonna wh-

Speaker speaker_1: ... we have it down as... It looks like we-

Speaker speaker_2: Is it?

Speaker speaker_1: We have it down as Whitaker.

Speaker speaker_2: Okay. I'm not Whitaker anymore. I'm Williams. But is that the new one or is that something that's old? Because I, I didn't-

Speaker speaker_1: So-

Speaker speaker_2: So have I had insurance all this time?

Speaker speaker_1: I can, I can take a look into that as soon as I verify-

Speaker speaker_2: Okay.

Speaker speaker_1: ... some information with you. Can you please verify your address and your date of birth?

Speaker speaker_2: 1214 South Street, Cumming, Georgia 31792. Birthday, February 6th, 1993.

Speaker speaker_1: Okay. We have a different address on file, one in Cairo.

Speaker speaker_2: Okay. Um, 178 Allison Drive, Cairo, Georgia 39828.

Speaker speaker_1: Okay. Thank you. We'll update that. And then, uh, we have a phone number on file for you. We have 229-221-2423. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. Okay. So we'll go ahead and update the information. I do see here that a form has been received. Um, it just doesn't look like the... it looks like the information on the form may not have been updated on the system. We'll go ahead and do that now.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. And then...

Speaker speaker_2: Make sure if you print your stuff, I need to do, um, and donate, do a, um... Oh. I don't know you already did it.

Speaker speaker_1: All right. I see here that you were looking for... It looks like it was the VIP Prime Dental & Vision Plan. It looks like for employee only.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Yeah. That, that has been received, and it looks like that's been put into place here to go into effect as of January 6th.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: Okay. No, ma'am.