

Transcript: Chris Sofield

(deactivated)-4877089905786880-5782000893902848

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? Yes, I'm, um, I, I probably um, um, stopping and, um, I work with, uh, PPG in some kind of a... They taking money out my, uh, for health insurance. I didn't even author- authorize it, so they gave me this number. Okay. What's the last four of your social, so I can see if we have a file for you? Six, seven, three, seven. And your first and last name? First name James, last name Cook. All right. You said last four of your social was six, seven, three, seven? Yes. Okay. All right. Mr. Cook. Okay, hold on. No, I see what it is. All right. Um, can you verify your address and date of birth for me please? I don't know a- I don't know which address they might have had on. Uh, my date of birth is 08/19/1963. I had lots of d- um, addresses. I had, um, uh, West Washington Street. That's 5... I think it's 57755 West Washington Street. I can't remember these addresses. Uh- I lived in shelters. I can't remember the addresses. Uh, West Washington Street is the address that we have on file. Can you verify the rest of it, the city, state and zip? That's Greenville, South Carolina 29601- uh, I'm sorry, 29601. All right. Thank you. Then we have a phone number on file for you at 484-0612. Is that correct? That's my old number. Yes. Okay. Um, you said that's your old number? What's your current number- Yes. ... sir? 864-4... Uh, 41... 864-914-0464. Thank you. All right. Mr. Cook, I'm not showing that you're enrolled in any insurance benefits. So, if anything's coming out of your check, it's not for insurance. You might want to talk to surge and ask them what exactly it's for. Oh- But you shouldn't be seeing any deductions for insurance. Okay. I appreciate it. Yes, sir. Have a good day.

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: Yes, I'm, um, I, I probably um, um, stopping and, um, I work with, uh, PPG in some kind of a... They taking money out my, uh, for health insurance. I didn't even author- authorize it, so they gave me this number.

Speaker speaker_1: Okay. What's the last four of your social, so I can see if we have a file for you?

Speaker speaker_2: Six, seven, three, seven.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name James, last name Cook.

Speaker speaker_1: All right. You said last four of your social was six, seven, three, seven?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. Mr. Cook. Okay, hold on. No, I see what it is. All right. Um, can you verify your address and date of birth for me please?

Speaker speaker_2: I don't know a- I don't know which address they might have had on. Uh, my date of birth is 08/19/1963. I had lots of d- um, addresses. I had, um, uh, West Washington Street. That's 5... I think it's 57755 West Washington Street. I can't remember these addresses.

Speaker speaker_1: Uh-

Speaker speaker_2: I lived in shelters. I can't remember the addresses.

Speaker speaker_1: Uh, West Washington Street is the address that we have on file. Can you verify the rest of it, the city, state and zip?

Speaker speaker_2: That's Greenville, South Carolina 29601- uh, I'm sorry, 29601.

Speaker speaker_1: All right. Thank you. Then we have a phone number on file for you at 484-0612. Is that correct?

Speaker speaker_2: That's my old number. Yes.

Speaker speaker_1: Okay. Um, you said that's your old number? What's your current number-

Speaker speaker_2: Yes.

Speaker speaker_1: ... sir?

Speaker speaker_2: 864-4... Uh, 41... 864-914-0464.

Speaker speaker_1: Thank you. All right. Mr. Cook, I'm not showing that you're enrolled in any insurance benefits. So, if anything's coming out of your check, it's not for insurance. You might want to talk to surge and ask them what exactly it's for.

Speaker speaker_2: Oh-

Speaker speaker_1: But you shouldn't be seeing any deductions for insurance.

Speaker speaker_2: Okay. I appreciate it.

Speaker speaker_1: Yes, sir. Have a good day.