

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 ... Part. This is Chris. How can I help you today? Hi, Chris. Uh, my name is Andrew, Andrew Minnick. Um, I was just call- calling to see if there's any possible way, um, I called a couple days ago to see if I could, uh, um, I know I'm waiting for my card right now, but if there was a way to get, like, a digital version of it, or like a code to be able to get a prescription? Okay. Let me take a look at your file and see what I can pull up for you. What staffing company do you work with? Uh, ManHim. Okay. And last four of your social? Seven, three, seven, nine. All right. Just a minute. Could you verify your address and your date of birth for me? Yeah. My address is 755 Scranton Avenue, Alliance, Ohio 44601, and date of birth is 7/3/1992. Thank you. We have a phone on file of 330-596-0420. Is that correct? Yep. All right. And we have an email on file of andrewminnick74@gmail.com? Yep. All right. One moment. All right. Okay. All right. So it looks like that while your policy information is, while your policy information is available at this time, um, it looks like, uh, the digital copies of the ID cards are not yet created. Um, so I can provide you with the policy information. I just can't email, like, a copy of the ID card or anything to you at this moment. Okay. Yeah. That'd be... Okay. Okay. Uh, let me know when you're ready. Do you need your medical or your dental or both? Um, my medical. Okay. So let me know when you're ready. Yes, I'm ready. The policy number is gonna be 2570169. Okay. And the group number is 70035. Okay. And then that policy itself is through a company called American Public Life. American Public Life. Okay. All right. So let me make sure I got that correct. Mm-hmm. So policy number is 2570169? Yes, sir. And the group is 70035? Yes, sir. Okay. Is there, like, uh, any other information I need to write down for that or... Uh, no, that's, uh, that's just the policy information and group number for an- for, for any, uh, for any use for that. Okay. All right. Anything else? Uh, no, that'd be all. I appreciate it. Oh. No problem. Thanks again for calling and have a good day. Thanks. You too. All right. Bye now. Bye-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 ... Part. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Uh, my name is Andrew, Andrew Minnick. Um, I was just call-calling to see if there's any possible way, um, I called a couple days ago to see if I could, uh, um, I know I'm waiting for my card right now, but if there was a way to get, like, a digital

version of it, or like a code to be able to get a prescription?

Speaker speaker_1: Okay. Let me take a look at your file and see what I can pull up for you. What staffing company do you work with?

Speaker speaker_2: Uh, ManHim.

Speaker speaker_1: Okay. And last four of your social?

Speaker speaker_2: Seven, three, seven, nine.

Speaker speaker_1: All right. Just a minute. Could you verify your address and your date of birth for me?

Speaker speaker_2: Yeah. My address is 755 Scranton Avenue, Alliance, Ohio 44601, and date of birth is 7/3/1992.

Speaker speaker_1: Thank you. We have a phone on file of 330-596-0420. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. And we have an email on file of andrewminnick74@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. One moment.

Speaker speaker_2: All right.

Speaker speaker_1: Okay. All right. So it looks like that while your policy information is, while your policy information is available at this time, um, it looks like, uh, the digital copies of the ID cards are not yet created. Um, so I can provide you with the policy information. I just can't email, like, a copy of the ID card or anything to you at this moment.

Speaker speaker_2: Okay. Yeah. That'd be... Okay.

Speaker speaker_1: Okay. Uh, let me know when you're ready. Do you need your medical or your dental or both?

Speaker speaker_2: Um, my medical.

Speaker speaker_1: Okay. So let me know when you're ready.

Speaker speaker_2: Yes, I'm ready.

Speaker speaker_1: The policy number is gonna be 2570169.

Speaker speaker_2: Okay.

Speaker speaker_1: And the group number is 70035.

Speaker speaker_2: Okay.

Speaker speaker_1: And then that policy itself is through a company called American Public Life.

Speaker speaker_2: American Public Life. Okay. All right. So let me make sure I got that correct.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So policy number is 2570169?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And the group is 70035?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Is there, like, uh, any other information I need to write down for that or...

Speaker speaker_1: Uh, no, that's, uh, that's just the policy information and group number for an- for, for any, uh, for any use for that.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, no, that'd be all. I appreciate it.

Speaker speaker_1: Oh. No problem. Thanks again for calling and have a good day.

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_2: Bye-bye.