

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, uh, my name is Frederick Davis. I've, uh, recently got medical insurance through you guys. However, um, I never received a medical card or any other information. Okay. What staffing- So I was wondering how I can obtain that. What staffing company do you work with? Uh, I think it's called Prima. Prima? Yeah. Okay. And the last four of your Social? Um, 8288. All right, Mr. Davis, could you verify your address and your date of birth for me please? Yeah, so date of birth is, uh, January 23, 2000. Address should be, uh, 419 West, um, um, Lincoln Road. And the rest of it? City, state, zip? Um, city, uh, Kokomo, Indiana, zip code 46902. Okay, uh, does not look like that's the address that we have on file. Uh, what address do you have on file? Is it the, um... Trying to think of the other one. It might have been my old one. Is it like 2403, uh... Trying to think of it. Is it a Kokomo one? Y- it is in Kokomo. So it must have been the 2403. It's like my old address. It's been a minute since I've been there. I- 2403... Baxter Road, I think it is. Okay. All right, yeah, we should be able to update that then. What's your current address again? So, uh, as of right now, uh, 'cause I'm going to be moving here again at the end of this month, but it's going to be, uh, 419, uh, West Lincoln Road. And what was the zip code, one more time? Uh, 46902. Okay, thank you. And then your date of birth? Uh, January 23, 2000. Thank you. Phone number on file of 460-1239. Is that correct? No, it, it would be, uh, uh, um, 803-0509. Okay, thank you. And then we have an email of frederick20002001@gmail.com? That's correct. Okay. One moment. All right, so the reason that you haven't gotten the ID card yet is because it just simply is a little bit too early. Um, the policy only went into effect, uh, two days ago on Monday, and it typically takes one to two weeks for any ID cards to arrive. Additionally, however, because of the fact that we have the old address on file, any ID cards would go to that address. Mm-hmm. Um, now with the, uh, with that being said, while I cannot pull a digital copy of the card itself just because it's still in the process of being generated, I do at least have the policy number and all the other information that you may need for that in order to, uh, be able to use the policy. Um, let me know when you're ready and I can g- uh, I can give you this information. Uh, give me a second. Pausing as he seeks his information. Oh, I think we have it. Great. Thank you. Okay, I'm ready for that number. All right, so the policy number is going to be 2596866. Mm-hmm. And then the group number is 70058. And is that a 317 number area code? That's the policy number. That's not a phone number. That's the policy number. Oh, okay, okay, I misunderstood. Okay. Um, and then the insurance carrier itself is called American Public Life. Yeah, all right. I got that information. All right, and that should be everything you need to be able to use your insurance benefits. Okay. All right. Was there anything else I can help you with? Uh, no, that'll be all. I appreciate your time. No problem. Thanks again for calling and have a wonderful day. You too. All right. All right, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, uh, my name is Frederick Davis. I've, uh, recently got medical insurance through you guys. However, um, I never received a medical card or any other information.

Speaker speaker_0: Okay. What staffing-

Speaker speaker_1: So I was wondering how I can obtain that.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, I think it's called Prima.

Speaker speaker_0: Prima?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: Um, 8288.

Speaker speaker_0: All right, Mr. Davis, could you verify your address and your date of birth for me please?

Speaker speaker_1: Yeah, so date of birth is, uh, January 23, 2000. Address should be, uh, 419 West, um, um, Lincoln Road.

Speaker speaker_0: And the rest of it? City, state, zip?

Speaker speaker_1: Um, city, uh, Kokomo, Indiana, zip code 46902.

Speaker speaker_0: Okay, uh, does not look like that's the address that we have on file.

Speaker speaker_1: Uh, what address do you have on file? Is it the, um... Trying to think of the other one. It might have been my old one. Is it like 2403, uh... Trying to think of it. Is it a Kokomo one?

Speaker speaker_0: Y- it is in Kokomo.

Speaker speaker_1: So it must have been the 2403. It's like my old address. It's been a minute since I've been there.

Speaker speaker_0: I- 2403...

Speaker speaker_1: Baxter Road, I think it is.

Speaker speaker_0: Okay. All right, yeah, we should be able to update that then. What's your current address again?

Speaker speaker_1: So, uh, as of right now, uh, 'cause I'm going to be moving here again at the end of this month, but it's going to be, uh, 419, uh, West Lincoln Road.

Speaker speaker_0: And what was the zip code, one more time?

Speaker speaker_1: Uh, 46902.

Speaker speaker_0: Okay, thank you. And then your date of birth?

Speaker speaker_1: Uh, January 23, 2000.

Speaker speaker_0: Thank you. Phone number on file of 460-1239. Is that correct?

Speaker speaker_1: No, it, it would be, uh, uh, um, 803-0509.

Speaker speaker_0: Okay, thank you. And then we have an email of frederick20002001@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. One moment. All right, so the reason that you haven't gotten the ID card yet is because it just simply is a little bit too early. Um, the policy only went into effect, uh, two days ago on Monday, and it typically takes one to two weeks for any ID cards to arrive. Additionally, however, because of the fact that we have the old address on file, any ID cards would go to that address.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, now with the, uh, with that being said, while I cannot pull a digital copy of the card itself just because it's still in the process of being generated, I do at least have the policy number and all the other information that you may need for that in order to, uh, be able to use the policy. Um, let me know when you're ready and I can g- uh, I can give you this information.

Speaker speaker_1: Uh, give me a second.

Speaker speaker_0: Pausing as he seeks his information.

Speaker speaker_2: Oh, I think we have it.

Speaker speaker_0: Great.

Speaker speaker_2: Thank you.

Speaker speaker_0: Okay, I'm ready for that number.

Speaker speaker_2: All right, so the policy number is going to be 2596866.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then the group number is 70058.

Speaker speaker_1: And is that a 317 number area code?

Speaker speaker_2: That's the policy number. That's not a phone number. That's the policy number.

Speaker speaker_1: Oh, okay, okay, I misunderstood. Okay.

Speaker speaker_2: Um, and then the insurance carrier itself is called American Public Life.

Speaker speaker_1: Yeah, all right. I got that information.

Speaker speaker_2: All right, and that should be everything you need to be able to use your insurance benefits.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Was there anything else I can help you with?

Speaker speaker_1: Uh, no, that'll be all. I appreciate your time.

Speaker speaker_0: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too. All right. All right, bye.