

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 in a Card, this is Chris. How can I help you today? Yes, I'm, I'm calling to get my policy number and then on one of my kids, the name's is spelled wrong. Okay. What, uh, staffing company do you work with? Uh, MAU. MAU. And the last four of your social? 9728. And you said 9748? 9728. 9728, okay. Your first and last name? Charles Gibson. Thank you. Mr. Gibson, could you verify your address and your date of birth for me? 121389 105 Oakland Drive, Dothan, Alabama 3603. Thank you. We have your phone on file, 334-618-4940. Is that correct? Correct. Okay. One moment. And then, um... Okay. So, you said one of your children's names is misspelled? Yeah, it's Layla. It's L-A-Y-L-A. Um, they're, they're twins, so I don't know how they misspelled that. Okay. All right. So, I've gone ahead and corrected that in our system. We'll reach out to... And, uh, we'll reach out to the carriers and have them update it on their side. Should take about 24 hours or so for everything to update for them. Okay. Um, and then you said the other, uh, the other, uh, request was for your ID card. Correct? No, no, my policy number because I'm trying to use it at the doctor's office now. So I need the policy number and, uh, what else I need? The policy number, what else? The policy number. That, well, wha- uh, what you would need is kind of dependent on the doctor itself. If they need just the policy number, then that's just the policy number. Um, they may need the group number, I'm not sure. Um, but what I- The group number, yeah, yeah, they need the group number..... Okay. That's what I was saying, I can, I can email a copy of your ID card, um, that would have that information. And, uh, something may- Now, would that... Now, would it have the kids' names on it also? N- no, nothing will have the kids' names on it. They're all, they're going to be considered dependents under your policy and as such, use your policy information. Okay, but I can use, like, their name with my policy information? Yes, sir. Okay? Okay. Now, what email do you have.....? Uh, we have londonyour3324@gmail.com. Yes. Okay. One moment, let me go ahead and see if I can get this pulled up here. Where, where, where's the doctor's office? All they need. Okay, yeah. So, I'm, I'll go ahead and get that sent out to you now. Uh, you should receive it in just a couple of minutes here. Okay. It'll come from info@benefitsinacard.com. If you don't see it in your inbox- Okay. ... just check your spam folder. Might have gotten filtered there, okay? Okay. And the insurance is called Benefits in a c- in a Card? Uh, no, Benefits in a Card is just the enrollment admin for MAU. The actual insurance company is American Public Life. American Public Life, okay. All right. Thank you so much. No problem. Anything else? That's all. All right. Thanks for calling and have a wonderful day. Thank you. Mm-hmm, bye now.

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, I'm calling to get my policy number and then on one of my kids, the name's is spelled wrong.

Speaker speaker_1: Okay. What, uh, staffing company do you work with?

Speaker speaker_2: Uh, MAU. MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 9728.

Speaker speaker_1: And you said 9748?

Speaker speaker_2: 9728.

Speaker speaker_1: 9728, okay. Your first and last name?

Speaker speaker_2: Charles Gibson.

Speaker speaker_1: Thank you. Mr. Gibson, could you verify your address and your date of birth for me?

Speaker speaker_2: 121389 105 Oakland Drive, Dothan, Alabama 3603.

Speaker speaker_1: Thank you. We have your phone on file, 334-618-4940. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. One moment.

Speaker speaker_2: And then, um...

Speaker speaker_1: Okay. So, you said one of your children's names is misspelled?

Speaker speaker_2: Yeah, it's Layla. It's L-A-Y-L-A. Um, they're, they're twins, so I don't know how they misspelled that.

Speaker speaker_1: Okay. All right. So, I've gone ahead and corrected that in our system. We'll reach out to... And, uh, we'll reach out to the carriers and have them update it on their side. Should take about 24 hours or so for everything to update for them.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then you said the other, uh, the other, uh, request was for your ID card. Correct?

Speaker speaker_2: No, no, my policy number because I'm trying to use it at the doctor's office now. So I need the policy number and, uh, what else I need? The policy number, what else? The policy number.

Speaker speaker_1: That, well, wha- uh, what you would need is kind of dependent on the doctor itself. If they need just the policy number, then that's just the policy number. Um, they may need the group number, I'm not sure. Um, but what I-

Speaker speaker_2: The group number, yeah, yeah, they need the group number.....

Speaker speaker_1: Okay. That's what I was saying, I can, I can email a copy of your ID card, um, that would have that information. And, uh, something may-

Speaker speaker_2: Now, would that... Now, would it have the kids' names on it also?

Speaker speaker_1: N- no, nothing will have the kids' names on it. They're all, they're going to be considered dependents under your policy and as such, use your policy information.

Speaker speaker_2: Okay, but I can use, like, their name with my policy information?

Speaker speaker_1: Yes, sir. Okay?

Speaker speaker_2: Okay. Now, what email do you have.....?

Speaker speaker_1: Uh, we have londonyour3324@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. One moment, let me go ahead and see if I can get this pulled up here.

Speaker speaker_2: Where, where, where's the doctor's office? All they need.

Speaker speaker_1: Okay, yeah. So, I'm, I'll go ahead and get that sent out to you now. Uh, you should receive it in just a couple of minutes here.

Speaker speaker_2: Okay.

Speaker speaker_1: It'll come from info@benefitsinacard.com. If you don't see it in your inbox-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just check your spam folder. Might have gotten filtered there, okay?

Speaker speaker_2: Okay. And the insurance is called Benefits in a c- in a Card?

Speaker speaker_1: Uh, no, Benefits in a Card is just the enrollment admin for MAU. The actual insurance company is American Public Life.

Speaker speaker_2: American Public Life, okay. All right. Thank you so much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: That's all.

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

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm, bye now.