

Transcript: Chris Sofield (deactivated)-5096524622807040-4942670035894272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Um, sorry. Uh, I was just question... I had a question about a bill. I was trying to figure out how much coverage went on one of my charges that I did in, like, last March, February. Okay. Um, only thing I'd be able to do, because we're not the actual insurance company, and as such, we're not responsible for any bills or claims or anything like that, um, I'd be able to see what coverage you had at that time and give you the phone number to who you would actually need to speak with to, uh, for assistance. Um. Help her- What, uh, what staffing company were you working with at the time? MAU. And the last four of your social? Uh, hold on. 1606. All right. Your first and last name? Jasmine Binal. Okay. Ms. Binal, could you verify your address and date of birth for me? Uh, 3837 Shaw Street, uh, 6693. And the rest of the address? Need the city, state, and zip as well. Uh, Columbia, 29103. And what state is that? Oh, South Carolina. Thank you. Phone on file of 803-844-8378. Is that correct? Yep. All right. And you said that this was back in March? Uh, yeah. One moment. Okay. And was this for medical, dental, or vision? Um, medical. Medical. Oh, okay. Let me know when you're ready and I'll give you the phone number you'll need to call. Don't worry, I'm about to type it in. All right, go ahead. All right. The number to call is going to be 800- Uh-huh. ... 833- Yep. ... 4296. And when you call that number, make sure you press option one to speak with the correct department. Okay. Thank you. You're welcome. Have a good day. All right. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, sorry. Uh, I was just question... I had a question about a bill. I was trying to figure out how much coverage went on one of my charges that I did in, like, last March, February.

Speaker speaker_1: Okay. Um, only thing I'd be able to do, because we're not the actual insurance company, and as such, we're not responsible for any bills or claims or anything like that, um, I'd be able to see what coverage you had at that time and give you the phone number to who you would actually need to speak with to, uh, for assistance. Um.

Speaker speaker_2: Help her-

Speaker speaker_1: What, uh, what staffing company were you working with at the time?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, hold on. 1606.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Jasmine Binal.

Speaker speaker_1: Okay. Ms. Binal, could you verify your address and date of birth for me?

Speaker speaker_2: Uh, 3837 Shaw Street, uh, 6693.

Speaker speaker_1: And the rest of the address? Need the city, state, and zip as well.

Speaker speaker_2: Uh, Columbia, 29103.

Speaker speaker_1: And what state is that?

Speaker speaker_2: Oh, South Carolina.

Speaker speaker_1: Thank you. Phone on file of 803-844-8378. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. And you said that this was back in March?

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: One moment. Okay. And was this for medical, dental, or vision?

Speaker speaker_2: Um, medical.

Speaker speaker_1: Medical. Oh, okay. Let me know when you're ready and I'll give you the phone number you'll need to call.

Speaker speaker_2: Don't worry, I'm about to type it in. All right, go ahead.

Speaker speaker_1: All right. The number to call is going to be 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 833-

Speaker speaker_2: Yep.

Speaker speaker_1: ... 4296. And when you call that number, make sure you press option one to speak with the correct department.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right. You too.