

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 on a Card, this is Chris. How can I help you today? Yes, hi. Good afternoon, or good morning. Um, I actually... I'm not sure if you're a person who just called back. I called yesterday and left a message about, um, trying to figure out if, if you guys send out a card for me to use. Um- Okay, let me... Yeah. Okay. Let me take a look at your file. What's, uh, what staffing company do you work with? Uh, ATC West. All right, and the last four of your Social? One, nine... Oh, Thank you, and then your first and last... And I- Sorry, go ahead. I'm actually trying to log in to the website and it says my account is disabled. Okay. So. Um... Okay, okay. Uh, can you verify y- your first and last name f- for me, sir? Yes. It's, it's, uh, Cir Anton Sipin. Okay. C-I-R. You got it? Mm-hmm. All right, Mr. Sipin, could you verify your address and your date of birth for me? 629, uh, East 219th Street, uh, Unit 2, Carson, California 90745. Uh, birthday's, uh, 9/2/84. Thank you. Phone number we have is 808-551-4360. Oh, yeah. Is that correct? Yeah. Okay. Uh, one moment here. Bear with me just a moment. Okay. So yeah, from what I, from what I see here, your ID cards for your insurance policies should arrive at, at most by the end of this week. However, it is possible that they may not arrive because of the fact that we were missing the unit number and, on your address in our system. Um... Oh, okay. So, it, it... That all depends on, like, your, like, whatever the leasing office, if they send back i- uh, pu- like, anything without unit numbers or if they or not. I couldn't tell you one way or the other. Um, however, uh, I do see here, let me take a look. All right, I need to verify something relating to your insurance on my side here. Do you mind holding for me for just a moment? No, that's fine. Thank you. Hi, Mr. Sipin? Uh-huh, yes. Thanks for holding. I appreciate your patience. Mm-hmm. I was checking to see if there was, if there was anything that I could locate as, to see what would be causing you to be seeing where your account was disabled or anything like that. And unfortunately, I'm not able to see anything. I'm going to send this on over to my back office team and have them investigate this, see what's going on. Um- Okay. ... give us about 24 business hours. Let them do their investigation and get back to you with results, and I'll give you a call back and let you know what we, what we find out and if anything, if anything further needs to be done. Okay? Okay. But the, um... So there's nothing wrong with my account, my insurance and everything, right? It's just in my name? Well, that's, that's the thing. I'm, I'm not sure because you're- Ah. You're sh- you're showing that you're po- you're... You want to go onto the account and it said it was disabled and- Yeah. ... I need... I can't, I can't see why that would be the case. So my back office needs to see into that, so I don't know if there is or not. I won't know- Okay. ... when that back office gets back to me. Oh, okay. Um, um, but the letter, is this something... You think it's, it's already been sent out or is there something you could, like, send out or d- is this all connected? Like, uh, do I have to wait until this, this, s- Y- you... I'd, I would say, just to be safe, we should probably wait until I hear

back from them to figure out what's exactly going on. And then once, once I hear back from them, um, to see if there- Okay. ... is an issue and it needs to be corrected, or if there is no issue and it seems like it was just a temporary, a, a temporary glitch or something like that. Got it. Again, until, until I hear from them, I don't know and I can't really state one way or the other that any action can be taken just because I don't want... We don't want to cause any sort of issues. Um. Mm-hmm. So until, until I hear back from them, um, I would s- I, I would suggest we would just have to wait until, until we hear back from them to, to move forward with anything. Okay? Okay. Um, 24 hours you said? So by, by tomorrow hopefully? Uh, twenty-four to 48. So by- Okay. ... by Wednesday at the latest. Okay. Thank you. You're welcome. Anything else? That's it. Thank you. You're welcome. Thanks for calling- Yeah. ... and have a good day. Thank you.

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: Yes, hi. Good afternoon, or good morning. Um, I actually... I'm not sure if you're a person who just called back. I called y- yesterday and left a message about, um, trying to figure out if, if you guys send out a card for me to use. Um-

Speaker speaker_1: Okay, let me...

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Let me take a look at your file. What's, uh, what staffing company do you work with?

Speaker speaker_2: Uh, ATC West.

Speaker speaker_1: All right, and the last four of your Social?

Speaker speaker_2: One, nine... Oh,

Speaker speaker_1: Thank you, and then your first and last...

Speaker speaker_2: And I-

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: I'm actually trying to log in to the website and it says my account is disabled.

Speaker speaker_1: Okay.

Speaker speaker_2: So. Um...

Speaker speaker_1: Okay, okay. Uh, can you verify y- your first and last name f- for me, sir?

Speaker speaker_2: Yes. It's, it's, uh, Cir Anton Sipin.

Speaker speaker_1: Okay.

Speaker speaker_2: C-I-R. You got it?

Speaker speaker_1: Mm-hmm. All right, Mr. Sipin, could you verify your address and your date of birth for me?

Speaker speaker_2: 629, uh, East 219th Street, uh, Unit 2, Carson, California 90745. Uh, birthday's, uh, 9/2/84.

Speaker speaker_1: Thank you. Phone number we have is 808-551-4360.

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Uh, one moment here. Bear with me just a moment. Okay. So yeah, from what I, from what I see here, your ID cards for your insurance policies should arrive at, at most by the end of this week. However, it is possible that they may not arrive because of the fact that we were missing the unit number and, on your address in our system. Um...

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So, it, it... That all depends on, like, your, like, whatever the leasing office, if they send back i- uh, pu- like, anything without unit numbers or if they or not. I couldn't tell you one way or the other. Um, however, uh, I do see here, let me take a look. All right, I need to verify something relating to your insurance on my side here. Do you mind holding for me for just a moment?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: Thank you. Hi, Mr. Sipin?

Speaker speaker_2: Uh-huh, yes.

Speaker speaker_1: Thanks for holding. I appreciate your patience.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I was checking to see if there was, if there was anything that I could locate as, to see what would be causing you to be seeing where your account was disabled or anything like that. And unfortunately, I'm not able to see anything. I'm going to send this on over to my back office team and have them investigate this, see what's going on. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... give us about 24 business hours. Let them do their investigation and get back to you with results, and I'll give you a call back and let you know what we, what we

find out and if anything, if anything further needs to be done. Okay?

Speaker speaker_2: Okay. But the, um... So there's nothing wrong with my account, my insurance and everything, right? It's just in my name?

Speaker speaker_1: Well, that's, that's the thing. I'm, I'm not sure because you're-

Speaker speaker_2: Ah.

Speaker speaker_1: You're sh- you're showing that you're po- you're... You want to go onto the account and it said it was disabled and-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... I need... I can't, I can't see why that would be the case. So my back office needs to see into that, so I don't know if there is or not. I won't know-

Speaker speaker_2: Okay.

Speaker speaker_1: ... when that back office gets back to me.

Speaker speaker_2: Oh, okay. Um, um, but the letter, is this something... You think it's, it's already been sent out or is there something you could, like, send out or d- is this all connected? Like, uh, do I have to wait until this, this, s-

Speaker speaker_1: Y- you... I'd, I would say, just to be safe, we should probably wait until I hear back from them to figure out what's exactly going on. And then once, once I hear back from them, um, to see if there-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is an issue and it needs to be corrected, or if there is no issue and it seems like it was just a temporary, a, a temporary glitch or something like that.

Speaker speaker_2: Got it.

Speaker speaker_1: Again, until, until I hear from them, I don't know and I can't really state one way or the other that any action can be taken just because I don't want... We don't want to cause any sort of issues. Um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So until, until I hear back from them, um, I would s- I, I would suggest we would just have to wait until, until we hear back from them to, to move forward with anything. Okay?

Speaker speaker_2: Okay. Um, 24 hours you said? So by, by tomorrow hopefully?

Speaker speaker_1: Uh, tw- twenty-four to 48. So by-

Speaker speaker_2: Okay.

Speaker speaker_1: ... by Wednesday at the latest.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: That's it. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... and have a good day.

Speaker speaker_2: Thank you.