

Transcript: Chris Sofield (deactivated)-5369843551780864-4843713010810880

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? Uh, yes. I was just called by... they named the Benefits on a Card customer service rep na- rep named Ariel from this number, and the call just disconnected, so I was wondering what the call was regarding? Uh, you said that you received a call from a rep named Ariel? Yes. Hm. Uh, we don't have an Ariel in... Let me, let me take a look and see if there was any notes on your file. Uh, what staffing company do you work with? Uh, BGA Financial. And the last four of your Social? 9018. And your first and last name? Hannah Klein. All right, Ms. Klein, could you verify your address and date of birth for me? 1201 Braddock Place... and Z-1601. And the rest of the address, the city, state, and zip as well? Alexandria, Virginia. Okay. Uh, we have a phone on file of 828-460-5669, is that correct? That is the phone number. Okay. Um... Hm. One moment. Okay, yeah, I'm not seeing any notes on the file regarding any sort of outbound call to you, so I'm not sure what that would be about. That's fair. Yeah, I, I do apologize but I, I'm, I'm not sure what that call would've been about, um, or if that even was... Like, yeah, I, I just wouldn't know, 'cause like I said, I don't, I don't see anything, any sort of notation or, or even any sort of, uh, a-anything that states that anyone even opened your file a-any, like, like at all since your last call a couple weeks ago for a, for what looks like an out-of-pocket payment for the premium. Um, yeah, so I'm, I'm, I do apologize but I'm not, I'm not sure what that would've been about. No problem, probably it's a mistake in some mid- middle ends, so thanks for checking on that. -Yeah. I hope it was your afternoon. No problem. Was there anything else I might be able to help with? Not that I can think of. All right then, well, thanks again for calling and have- All right. ... a good day. You as well. Bye. All right, 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 on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Uh, yes. I was just called by... they named the Benefits on a Card customer service rep na- rep named Ariel from this number, and the call just disconnected, so I was wondering what the call was regarding?

Speaker speaker_1: Uh, you said that you received a call from a rep named Ariel?

Speaker speaker_2: Yes.

Speaker speaker_1: Hm. Uh, we don't have an Ariel in... Let me, let me take a look and see if there was any notes on your file. Uh, what staffing company do you work with?

Speaker speaker_2: Uh, BGA Financial.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9018.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Hannah Klein.

Speaker speaker_1: All right, Ms. Klein, could you verify your address and date of birth for me?

Speaker speaker_2: 1201 Braddock Place... and Z-1601.

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

Speaker speaker_2: Alexandria, Virginia.

Speaker speaker_1: Okay. Uh, we have a phone on file of 828-460-5669, is that correct?

Speaker speaker_2: That is the phone number.

Speaker speaker_1: Okay. Um... Hm. One moment. Okay, yeah, I'm not seeing any notes on the file regarding any sort of outbound call to you, so I'm not sure what that would be about.

Speaker speaker_2: That's fair.

Speaker speaker_1: Yeah, I, I do apologize but I, I'm, I'm not sure what that call would've been about, um, or if that even was... Like, yeah, I, I just wouldn't know, 'cause like I said, I don't, I don't see anything, any sort of notation or, or even any sort of, uh, a-anything that states that anyone even opened your file a-any, like, like at all since your last call a couple weeks ago for a, for what looks like an out-of-pocket payment for the premium. Um, yeah, so I'm, I'm, I do apologize but I'm not, I'm not sure what that would've been about.

Speaker speaker_2: No problem, probably it's a mistake in some mid- middle ends, so thanks for checking on that. -Yeah. I hope it was your afternoon.

Speaker speaker_1: No problem. Was there anything else I might be able to help with?

Speaker speaker_2: Not that I can think of.

Speaker speaker_1: All right then, well, thanks again for calling and have-

Speaker speaker_2: All right.

Speaker speaker_1: ... a good day.

Speaker speaker_2: You as well. Bye.

Speaker speaker_1: All right, bye now.