

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? Uh, how you doing, Chris? Uh, my name is, um, Murray Sims. I fill out the, uh, the AP, uh, benefits package at, at work and let you know. Okay. Do, do you have that job through a staffing company or are you a direct hire with them? Uh, I have it through, uh, Megaforce. Megaforce, okay. All right, and, uh, how can I help you, sir? Um, when I fill out the paperwork, it, um, I had to have my wife to, uh, put her name and stuff like that too because, um, her career as well. So the people at Megaforce said that I could, I could have my wife, uh, a part of this, uh, APL plan as well. Okay. Um, all right. Let me pull your file and see what we can do about getting your wife added on here. What's the last four of your Social? 2880. All right, Mr. Sims. Could you verify your address and date of birth for me please? 1002 Brentwood Drive, Chester, North Carolina 28501. Date of birth, 11... excuse me, 08... I said it wrong. November the 11- November the 8th, 1973. All right. And then we've got a phone on file of 919-606-9247. Is that correct? Y- yes, sir. Okay, one moment. Okay. Bear with me just a moment to get this all set up for you. All right. So, let's see here. Looks like upgrading all of your plans to employee and spouse will bring your total weekly deductions to \$68.35 per week. Do you authorize Megaforce to make those deductions? Yes, sir. All right. We'll go ahead and set that up. And then what is your wife's name? Louise, L-O-U-I-S-E, Sims. Okay. Do you by chance have her Social? Yeah. Can you guys- Uh, her Social is- 038. 038... 46. 46... 46. 46. 96. 96. All right. Thank you. And then her date of birth. Mm-hmm. March 15th, 1968. March 15th, 1968. Mm-hmm. Yeah. Thank you. All right. So it's going to take about one to two weeks for this change to process. Once everything processes, you should see your deductions increase from that, from the 47.74 to the 68.35. Mm-hmm. Monday following the first deduction of 68.35 is when your policies will have upgraded to include your wife. So, um, about a, about a week or two after that new effective date, you'll receive new ID cards showing that your wife is on your coverage. Okay? Okay. Thank- thank you very much. No problem. Anything else? All right. Uh, no, that'll be it. Okay. All right. If that's everything... Well, thank you. ... thanks again for calling and have a wonderful day. Mm-hmm. All right. You have a blessed day too. 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, how you doing, Chris? Uh, my name is, um, Murray Sims. I fill out the, uh, the AP, uh, benefits package at, at work and let you know.

Speaker speaker_1: Okay. Do, do you have that job through a staffing company or are you a direct hire with them?

Speaker speaker_2: Uh, I have it through, uh, Megaforce.

Speaker speaker_1: Megaforce, okay. All right, and, uh, how can I help you, sir?

Speaker speaker_2: Um, when I fill out the paperwork, it, um, I had to have my wife to, uh, put her name and stuff like that too because, um, her career as well. So the people at Megaforce said that I could, I could have my wife, uh, a part of this, uh, APL plan as well.

Speaker speaker_1: Okay. Um, all right. Let me pull your file and see what we can do about getting your wife added on here. What's the last four of your Social?

Speaker speaker_2: 2880.

Speaker speaker_1: All right, Mr. Sims. Could you verify your address and date of birth for me please?

Speaker speaker_2: 1002 Brentwood Drive, Chester, North Carolina 28501. Date of birth, 11... excuse me, 08... I said it wrong. November the 11- November the 8th, 1973.

Speaker speaker_1: All right. And then we've got a phone on file of 919-606-9247. Is that correct?

Speaker speaker_2: Y- yes, sir.

Speaker speaker_1: Okay, one moment. Okay. Bear with me just a moment to get this all set up for you. All right. So, let's see here. Looks like upgrading all of your plans to employee and spouse will bring your total weekly deductions to \$68.35 per week. Do you authorize Megaforce to make those deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. We'll go ahead and set that up. And then what is your wife's name?

Speaker speaker_2: Louise, L-O-U-I-S-E, Sims.

Speaker speaker_1: Okay. Do you by chance have her Social?

Speaker speaker_3: Yeah. Can you guys-

Speaker speaker_2: Uh, her Social is-

Speaker speaker_3: 038.

Speaker speaker_2: 038...

Speaker speaker_3: 46.

Speaker speaker_2: 46...

Speaker speaker_3: 46.

Speaker speaker_2: 46.

Speaker speaker_3: 96.

Speaker speaker_2: 96.

Speaker speaker_1: All right. Thank you. And then her date of birth.

Speaker speaker_3: Mm-hmm. March 15th, 1968.

Speaker speaker_2: March 15th, 1968.

Speaker speaker_3: Mm-hmm. Yeah.

Speaker speaker_1: Thank you. All right. So it's going to take about one to two weeks for this change to process. Once everything processes, you should see your deductions increase from that, from the 47.74 to the 68.35.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Monday following the first deduction of 68.35 is when your policies will have upgraded to include your wife. So, um, about a, about a week or two after that new effective date, you'll receive new ID cards showing that your wife is on your coverage. Okay?

Speaker speaker_2: Okay. Thank- thank you very much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_3: All right.

Speaker speaker_2: Uh, no, that'll be it.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. If that's everything...

Speaker speaker_3: Well, thank you.

Speaker speaker_1: ... thanks again for calling and have a wonderful day.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: All right. You have a blessed day too.

Speaker speaker_1: All right. Bye now.