

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? Um, yes, sir. Um, um, my issues just became active today and I was trying to call and make some doctor's appointments but I didn't really know the name of the insurance and all the information I needed. Okay. What staffing company do you work with? Uh, Focus Workforce Management. And the last four of your Social? 3830. Your first and last name? Skyler Garner. All right, Mr. Garner, could you verify your address and your date of birth for me? It's 118 Bruce Circle at Sheridan, Tennessee 38255 and it's 032894. Thank you. Phone on file of 273-8700. Is that correct? Um, no, sir. I need to update that. What's the correct number, sir? 337-9752. Thank you. Then we have a phone or sorry, we have an email on file of skylerlg94 at gmail.com. Is that correct? Yes, sir. Okay, one moment. Okay, so the policy, the, uh, medical policy is going to be through a company called American Public Life. Um, now, as far as policy information, um, given that the policy just became effective as of today, it does look like at this moment, they're still in the process of generating policy information. Um, right now I don't have any sort of policy numbers or anything available for you. Um, I'll send an email to our back office team to see if they can try to get that information from them, and once we hear back from them, I can give you a call back with that information. Okay? Yes, sir. All right then, but for right now, was there anything else I could help with? No, sir. That's all. All right. Thanks for calling and have a good day. All right. Thank you. Sure. 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: Um, yes, sir. Um, um, my issues just became active today and I was trying to call and make some doctor's appointments but I didn't really know the name of the insurance and all the information I needed.

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

Speaker speaker_2: Uh, Focus Workforce Management.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3830.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Skyler Garner.

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

Speaker speaker_2: It's 118 Bruce Circle at Sheridan, Tennessee 38255 and it's 032894.

Speaker speaker_1: Thank you. Phone on file of 273-8700. Is that correct?

Speaker speaker_2: Um, no, sir. I need to update that.

Speaker speaker_1: What's the correct number, sir?

Speaker speaker_2: 337-9752.

Speaker speaker_1: Thank you. Then we have a phone or sorry, we have an email on file of skylerlg94 at gmail.com. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, one moment. Okay, so the policy, the, uh, medical policy is going to be through a company called American Public Life. Um, now, as far as policy information, um, given that the policy just became effective as of today, it does look like at this moment, they're still in the process of generating policy information. Um, right now I don't have any sort of policy numbers or anything available for you. Um, I'll send an email to our back office team to see if they can try to get that information from them, and once we hear back from them, I can give you a call back with that information. Okay?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right then, but for right now, was there anything else I could help with?

Speaker speaker_2: No, sir. That's all.

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

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Sure. Bye now.