

Transcript: Chris Sofield

(deactivated)-5473375628607488-4550895607005184

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, well, I was on the phone with a lady and she hung up, or my phone wiggled out for real. But, uh, what's up? I, I don't know. Y'all called me. Oh, okay. Um, was there any, like... So we gave you a call and the, and the line disconnected? Uh, what- Mm-hmm. ... did the agent that you were on the phone say regarding, like, what the call was about? Nothing. She didn't... She ba- she didn't even get her name out and the phone acted up. Okay. All right, so- But she said something about WorkSource. Okay, yeah. We're, we're the plan administrator for the health insurance benefits for WorkSource. Um, if we were trying to get in contact with you, that's what it would be about. Uh, do you, do you currently work with the WorkSource? I do. Um, I work at Elite Comfort Solutions through WorkSource. Okay. Um, so in order for me to figure out what it was about, like I said, it would have to have been about the insurance, but as far as specifics, I'll need to pull up your, uh, your file in our system in order to see what the reason for the call was. In order to do that, I will need a little bit of information from you, starting with I'll need the last four of your Social. 6915. And then your first and last name? Cody Lowry, L-O-W-R-Y. All right, Mr. Lowry. Could you verify your address and your date of birth for me? 3401 North L Street, Apartment D, um, and 12/27/2001. And the rest of the address? I need the city, state and ZIP code as well. Oh, okay, okay. Fort Smith, Arkansas 72904. Thank you. Uh, we have a phone number on file of 653-0793, is that correct? Yes, sir. Okay, one moment. All right, so strange. I'm not seeing any record of anyone accessing your file at all today, um, so I'm not sure what that, what that call would have been about. I show it looks like you- I le- I le- I left... I left work, like, last week for a headache and then today I left because I was throwing up, so I don't know if that... if that had anything to do with it. No. We would have nothing to do with, like, your, your, um, attendance or anything like that. We... That's... We aren't involved in that in any way, shape or form. Oh, okay. The only thing I can think of is it possibly was an automated call that was advising that WorkForce's open enrollment is going on until... is, uh, going on until the end of the week, um, and it looks, uh, looks like that ends on the 10th, this Friday. So it, it may have just been an automated reminder, uh, advising you that, um- Oh, okay. ... your window to enroll in anything, if you wish to do so, is qu- is closing soon. Okay, well, I appreciate it. No problem. Anything else? No, that'll be it, thank you. You're welcome. Thanks for calling and have a good day. 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: Uh, well, I was on the phone with a lady and she hung up, or my phone wiggled out for real. But, uh, what's up? I, I don't know. Y'all called me.

Speaker speaker_1: Oh, okay. Um, was there any, like... So we gave you a call and the, and the line disconnected? Uh, what-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... did the agent that you were on the phone say regarding, like, what the call was about?

Speaker speaker_2: Nothing. She didn't... She ba- she didn't even get her name out and the phone acted up.

Speaker speaker_1: Okay. All right, so-

Speaker speaker_2: But she said something about WorkSource.

Speaker speaker_1: Okay, yeah. We're, we're the plan administrator for the health insurance benefits for WorkSource. Um, if we were trying to get in contact with you, that's what it would be about. Uh, do you, do you currently work with the WorkSource?

Speaker speaker_2: I do. Um, I work at Elite Comfort Solutions through WorkSource.

Speaker speaker_1: Okay. Um, so in order for me to figure out what it was about, like I said, it would have to have been about the insurance, but as far as specifics, I'll need to pull up your, uh, your file in our system in order to see what the reason for the call was. In order to do that, I will need a little bit of information from you, starting with I'll need the last four of your Social.

Speaker speaker_2: 6915.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Cody Lowry, L-O-W-R-Y.

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

Speaker speaker_2: 3401 North L Street, Apartment D, um, and 12/27/2001.

Speaker speaker_1: And the rest of the address? I need the city, state and ZIP code as well.

Speaker speaker_2: Oh, okay, okay. Fort Smith, Arkansas 72904.

Speaker speaker_1: Thank you. Uh, we have a phone number on file of 653-0793, is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, one moment. All right, so strange. I'm not seeing any record of anyone accessing your file at all today, um, so I'm not sure what that, what that call would

have been about. I show it looks like you-

Speaker speaker_2: I le- I le- I left... I left work, like, last week for a headache and then today I left because I was throwing up, so I don't know if that... if that had anything to do with it.

Speaker speaker_1: No. We would have nothing to do with, like, your, your, um, attendance or anything like that. We... That's... We aren't involved in that in any way, shape or form.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: The only thing I can think of is it possibly was an automated call that was advising that WorkForce's open enrollment is going on until... is, uh, going on until the end of the week, um, and it looks, uh, looks like that ends on the 10th, this Friday. So it, it may have just been an automated reminder, uh, advising you that, um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... your window to enroll in anything, if you wish to do so, is qu- is closing soon.

Speaker speaker_2: Okay, well, I appreciate it.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that'll be it, thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.