

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? Uh, yeah, my name is Hong Nong. Before I use, uh, benefits from you. Now I need to a letter cancel insurance. You need to cancel your insurance? Yeah. Okay. I- I- I need a letter cancel insurance. You need a document showing that you no longer have insurance? Yeah. Okay. What staffing company did you work for? Uh, Letter Type. What's the, what's the name of the staffing company you worked for? Uh, Letter Type. Letter Type? Yeah. Th- we don't work with a company called Letter Type, sir. What staffing company did you work for? Oh, before I work in Agent. Agent give me- Which- ... insurance from you. But, okay, but I need, I need to know what staffing company you worked for in order for me to pull up your information to see if we can get a letter sent out to you. W- who did you use to work for, sir? Uh, I work for Agent before. The, the name of the company was just called Agent? Yeah, yeah, yeah. We don't work with a company called Agent, so I'm not sure why you were told to call us. Are you sure that's the name of the staffing company? Uh, no, it's different. Can, can you talk to her? I, I cannot talk, I'm actually working. I'm heading into a meeting. You have to try to do that- Oh. ... over- Oh, before I get insurance from you, right? But we work through s- we work for staffing, like we partner with staffing companies, and you're, I'm, you're not telling me a staffing company that we have, that we work with. So, I can't help you. I need to know who you used to work for, that way we can, we can help out. Uh, I work with, like, uh, uh, Agent, Agent, uh, uh, across that gave me insurance from you. But, but- No, I, I get hired in, r- uh- But- ... other company. He need document, uh- But sir. But sir, what I need to know is the name of the company you used to work for. Uh, Letter Type. You used to work for a company called Letter Type? Yeah, yeah, yeah. Okay, we do not work with a company- Victorious. Yeah. ... called Letter Type. So, I, so I cannot help you. No, before I work with Agent, I get insurance from you. But, but sir, we don't work with a company called Agent either. So I still cannot help you until I know who you used to work for. Can you check my name, Hong Nong? H-O-N-G- Sir, I need to know- ... N-O-R-N. ... what staffing, I need to know what staffing company you used to work for in order for me to help you. Uh, Staffing, I don't know Staffing. I don't work that. Th- then we, then we can't help you. I can't- I work with- If you didn't, if you didn't work with a staffing company, then we can't help you. Because we wouldn't have been in charge of any sort of insurance for that. Oh. You know, my company, they need to, uh, uh, insurance cancel because, uh, they give me insurance. Sir, if, sir- But I won't get letter. I need the letter only. Sir, sir, I can't, there- Yeah. ... there's nothing I can do to help you because we did not work with a company that we partner with. So I'm not sure how you were given our phone number, but there's, there's nothing I can do to help you. But Agent give me your number. And I'm not sure how they were able to give you our number, because it sounds like you do not, you do not or have not

worked with a company that we partner with. Um... So, as un- until- Okay, okay. ... we know the name of the staffing company that you work with, there's n- there's nothing I can, there's nothing that I'd be able to do to help you. Mm. Before, Agent give me your insurance. But- Because, uh, I get higher- So- ... uh, from the company. That's a company need a document, uh, then take it, uh, insurance from them. Sir, but I don't, we need to know what the name of the s- what the staffing company or the temp agency that you used to work with is, or else, like, there's, th- this is something that we need to be able to verify your information to be able to, to help you out. With- without, without that information, there's nothing we can do. Do, do you mind holding for just a moment? Um, yeah. He say he can help me. He can help me about, uh, customer. Hello? All right, sir. Yeah. All right, sir. So, um, in order for me to be able to h- help you out with the documentation you need, I'm gonna need to know the name of the staffing company- Oh. ... that you used to work. Um, Agent is not a company we work with- Oh. ... and LetterType is not a company that we work with, so I, I need to, I need to know who that is in order for me to be able to help you out. Uh, LetterType, uh, uh, y- you want LetterType company pho- phone- phone number? No, no, no. No, sir. What we, what we need is we need the name of the staffing company that you used to work for, in order for... or that you- Oh. ... used to have these benefits through, in order for us to be able to help you out. Uh, I work with, uh, Letter, LetterType as a, a agent, uh, w- who help me get insurance. That's the number she gave. Uh, okay. Um, if... Be-... So the thing is, is that Agent and LetterType are not companies that we partner with, so there wouldn't be- Mm-hmm. ... anything for me to, for me to look up based off- Can, can- ... of that information. Can, can you check my name, uh, before I get insurance from you, or... The... We... Even if I, even if we could do that, I still would need to know the, the name of the temp agency that you used to work with. Is... I mean, do you... So we- Yeah, yeah. I, I ha- I had number. Ekron, like, uh, uh... I, I have agent phone number. Okay. So the, the only thing I could suggest is check to see what staffing company that agent worked with and who... where... like, what company they, they were with that got you whatever job that you may have had where you had these insur- this insurance policy. But until we know the name of the staffing company that you used to work with, I... we, we can't process anything. We don't... We- Oh. We need that information to be able to help you out. Staffing company, I don't know. I never worked with them. I work with, uh, Agent and LetterType only. O- Okay. So you've never... You've never worked with a staffing company? No. Then wh- then the agent that you said that you have their phone number with, do you know who they work for? No. Yeah, they work for too many company, but they send me, like, a LetterType company. Okay. So, so where we're at right now is... So our company, we partner with- I'm in the agent office right now. But we, we partner with- I can give you the number. Uh, that's... I, I wouldn't be able to call them. That's... we're an inbound center. Okay. I wouldn't be able to... I wouldn't be able to call them. 330... Okay. 330- No, sir, I, I cannot call them. We're, we're... like, the only thing I could, the only thing I can state is maybe you can reach out to them and ask them what staffing company this was for, and then once you have that information, you can call us back so we can help you out. But as... where we stand right now- Okay. Okay. ... that's, that's not... we, we can't- Oh. We can't look into anything based off the information you're giving me. Okay. I asked about staffing company. Okay. Thank you. All right. Yeah. Uh, you're, you're welcome. Have a good day, sir. Thank you, sir.

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: Uh, yeah, my name is Hong Nong. Before I use, uh, benefits from you. Now I need to a letter cancel insurance.

Speaker speaker_1: You need to cancel your insurance?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I- I-

Speaker speaker_2: I need a letter cancel insurance.

Speaker speaker_1: You need a document showing that you no longer have insurance?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What staffing company did you work for?

Speaker speaker_2: Uh, Letter Type.

Speaker speaker_1: What's the, what's the name of the staffing company you worked for?

Speaker speaker_2: Uh, Letter Type.

Speaker speaker_1: Letter Type?

Speaker speaker_2: Yeah.

Speaker speaker_1: Th- we don't work with a company called Letter Type, sir. What staffing company did you work for?

Speaker speaker_2: Oh, before I work in Agent. Agent give me-

Speaker speaker_1: Which-

Speaker speaker_2: ... insurance from you.

Speaker speaker_1: But, okay, but I need, I need to know what staffing company you worked for in order for me to pull up your information to see if we can get a letter sent out to you. W- who did you use to work for, sir?

Speaker speaker_2: Uh, I work for Agent before.

Speaker speaker_1: The, the name of the company was just called Agent?

Speaker speaker_2: Yeah, yeah, yeah.

Speaker speaker_1: We don't work with a company called Agent, so I'm not sure why you were told to call us. Are you sure that's the name of the staffing company?

Speaker speaker_2: Uh, no, it's different. Can, can you talk to her?

Speaker speaker_3: I, I cannot talk, I'm actually working. I'm heading into a meeting. You have to try to do that-

Speaker speaker_2: Oh.

Speaker speaker_3: ... over-

Speaker speaker_2: Oh, before I get insurance from you, right?

Speaker speaker_1: But we work through s- we work for staffing, like we partner with staffing companies, and you're, I'm, you're not telling me a staffing company that we have, that we work with. So, I can't help you. I need to know who you used to work for, that way we can, we can help out.

Speaker speaker_2: Uh, I work with, like, uh, uh, Agent, Agent, uh, uh, across that gave me insurance from you.

Speaker speaker_1: But, but-

Speaker speaker_2: No, I, I get hired in, r- uh-

Speaker speaker_1: But-

Speaker speaker_2: ... other company. He need document, uh-

Speaker speaker_1: But sir. But sir, what I need to know is the name of the company you used to work for.

Speaker speaker_2: Uh, Letter Type.

Speaker speaker_1: You used to work for a company called Letter Type?

Speaker speaker_2: Yeah, yeah, yeah.

Speaker speaker_1: Okay, we do not work with a company-

Speaker speaker_2: Victorious. Yeah.

Speaker speaker_1: ... called Letter Type. So, I, so I cannot help you.

Speaker speaker_2: No, before I work with Agent, I get insurance from you.

Speaker speaker_1: But, but sir, we don't work with a company called Agent either. So I still cannot help you until I know who you used to work for.

Speaker speaker_2: Can you check my name, Hong Nong? H-O-N-G-

Speaker speaker_1: Sir, I need to know-

Speaker speaker_2: ... N-O-R-N.

Speaker speaker_1: ... what staffing, I need to know what staffing company you used to work for in order for me to help you.

Speaker speaker_2: Uh, Staffing, I don't know Staffing. I don't work that.

Speaker speaker_1: Th- then we, then we can't help you. I can't-

Speaker speaker_2: I work with-

Speaker speaker_1: If you didn't, if you didn't work with a staffing company, then we can't help you. Because we wouldn't have been in charge of any sort of insurance for that.

Speaker speaker_2: Oh. You know, my company, they need to, uh, uh, insurance cancel because, uh, they give me insurance.

Speaker speaker_1: Sir, if, sir-

Speaker speaker_2: But I won't get letter. I need the letter only.

Speaker speaker_1: Sir, sir, I can't, there-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... there's nothing I can do to help you because we did not work with a company that we partner with. So I'm not sure how you were given our phone number, but there's, there's nothing I can do to help you.

Speaker speaker_2: But Agent give me your number.

Speaker speaker_1: And I'm not sure how they were able to give you our number, because it sounds like you do not, you do not or have not worked with a company that we partner with.

Speaker speaker_2: Um...

Speaker speaker_1: So, as un- until-

Speaker speaker_2: Okay, okay.

Speaker speaker_1: ... we know the name of the staffing company that you work with, there's n- there's nothing I can, there's nothing that I'd be able to do to help you.

Speaker speaker_2: Mm. Before, Agent give me your insurance.

Speaker speaker_1: But-

Speaker speaker_2: Because, uh, I get higher-

Speaker speaker_1: So-

Speaker speaker_2: ... uh, from the company. That's a company need a document, uh, then take it, uh, insurance from them.

Speaker speaker_1: Sir, but I don't, we need to know what the name of the s- what the staffing company or the temp agency that you used to work with is, or else, like, there's, th- this is something that we need to be able to verify your information to be able to, to help you out. With- without, without that information, there's nothing we can do. Do, do you mind holding for just a moment?

Speaker speaker_2: Um, yeah. He say he can help me. He can help me about, uh, customer.

Speaker speaker_1: Hello? All right, sir.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, sir. So, um, in order for me to be able to h- help you out with the documentation you need, I'm gonna need to know the name of the staffing company-

Speaker speaker_2: Oh.

Speaker speaker_1: ... that you used to work. Um, Agent is not a company we work with-

Speaker speaker_2: Oh.

Speaker speaker_1: ... and LetterType is not a company that we work with, so I, I need to, I need to know who that is in order for me to be able to help you out.

Speaker speaker_2: Uh, LetterType, uh, uh, y- you want LetterType company pho- phone-number number?

Speaker speaker_1: No, no, no. No, sir. What we, what we need is we need the name of the staffing company that you used to work for, in order for... or that you-

Speaker speaker_2: Oh.

Speaker speaker_1: ... used to have these benefits through, in order for us to be able to help you out.

Speaker speaker_2: Uh, I work with, uh, Letter, LetterType as a, a agent, uh, w- who help me get insurance. That's the number she gave.

Speaker speaker_1: Uh, okay. Um, if... Be-... So the thing is, is that Agent and LetterType are not companies that we partner with, so there wouldn't be-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... anything for me to, for me to look up based off-

Speaker speaker_2: Can, can-

Speaker speaker_1: ... of that information.

Speaker speaker_2: Can, can you check my name, uh, before I get insurance from you, or...

Speaker speaker_1: The... We... Even if I, even if we could do that, I still would need to know the, the name of the temp agency that you used to work with. Is... I mean, do you... So we-

Speaker speaker_2: Yeah, yeah. I, I ha- I had number. Ekron, like, uh, uh... I, I have agent phone number.

Speaker speaker_1: Okay. So the, the only thing I could suggest is check to see what staffing company that agent worked with and who... where... like, what company they, they were with that got you whatever job that you may have had where you had these insur- this insurance

policy. But until we know the name of the staffing company that you used to work with, I... we, we can't process anything. We don't... We-

Speaker speaker_2: Oh.

Speaker speaker_1: We need that information to be able to help you out.

Speaker speaker_2: Staffing company, I don't know. I never worked with them. I work with, uh, Agent and LetterType only.

Speaker speaker_1: O- Okay. So you've never... You've never worked with a staffing company?

Speaker speaker_2: No.

Speaker speaker_1: Then wh- then the agent that you said that you have their phone number with, do you know who they work for?

Speaker speaker_2: No. Yeah, they work for too many company, but they send me, like, a LetterType company.

Speaker speaker_1: Okay. So, so where we're at right now is... So our company, we partner with-

Speaker speaker_2: I'm in the agent office right now.

Speaker speaker_1: But we, we partner with-

Speaker speaker_2: I can give you the number.

Speaker speaker_1: Uh, that's... I, I wouldn't be able to call them. That's... we're an inbound center.

Speaker speaker_2: Okay.

Speaker speaker_1: I wouldn't be able to... I wouldn't be able to call them.

Speaker speaker_2: 330... Okay. 330-

Speaker speaker_1: No, sir, I, I cannot call them. We're, we're... like, the only thing I could, the only thing I can state is maybe you can reach out to them and ask them what staffing company this was for, and then once you have that information, you can call us back so we can help you out. But as... where we stand right now-

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: ... that's, that's not... we, we can't-

Speaker speaker_2: Oh.

Speaker speaker_1: We can't look into anything based off the information you're giving me.

Speaker speaker_2: Okay. I asked about staffing company. Okay. Thank you.

Speaker speaker_1: All right. Yeah. Uh, you're, you're welcome. Have a good day, sir.

Speaker speaker_2: Thank you, sir.