

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Marvin Holland? Speak, yeah. Hi, Mr. Holland. My name is Chris. I'm with Benefits and a Card calling on behalf of MAU, uh, returning a voicemail you left with us yesterday. How are you doing? Oh, I'm doing fine. I just want to know if you're going to send me some new cards for the 31st. Uh, yes, sir. So, um, just before we continue, call is being recorded for quality assurance training purposes. Uh, yeah, I've gone ahead and pulled up copies of your ID cards and I've emailed those to the email address that we had on file at hollandmarvin1965@gmail.com. Uh, so you- Okay. ... should be seeing those in your inbox shortly, if they're not there already. Um, but yeah- Yeah. So that... those would be your, your ID cards. Can I ask you something about my plan? What is my coverage on my plan? Uh, so I show it looks like you have the Stay Healthy Preventative Care Plan for things like physicals, vaccines, cancer screenings and the like. Uh-huh. Um, then you also have, then you also have vision, short-term disability, accident coverage, critical illness and life insurance. Okay, 'cause um, so I really don't have no hospital insurance? Uh, no. The plan that you're enrolled into only covers things like, uh, preventative services, so physicals, vaccines, cancer screenings and services like that. All right, okay. All right. Thank you. You're welcome. Anything else? No, that'll be all. I just wanted some new cards. That's all. Thank you. Oh, no problem. Thanks for taking the time to speak with me. Have a good day. All right, thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Can I speak with Marvin Holland?

Speaker speaker_2: Speak, yeah.

Speaker speaker_1: Hi, Mr. Holland. My name is Chris. I'm with Benefits and a Card calling on behalf of MAU, uh, returning a voicemail you left with us yesterday. How are you doing?

Speaker speaker_2: Oh, I'm doing fine. I just want to know if you're going to send me some new cards for the 31st.

Speaker speaker_1: Uh, yes, sir. So, um, just before we continue, call is being recorded for quality assurance training purposes. Uh, yeah, I've gone ahead and pulled up copies of your ID cards and I've emailed those to the email address that we had on file at

hollandmarvin1965@gmail.com. Uh, so you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... should be seeing those in your inbox shortly, if they're not there already. Um, but yeah-

Speaker speaker_2: Yeah.

Speaker speaker_1: So that... those would be your, your ID cards.

Speaker speaker_2: Can I ask you something about my plan? What is my coverage on my plan?

Speaker speaker_1: Uh, so I show it looks like you have the Stay Healthy Preventative Care Plan for things like physicals, vaccines, cancer screenings and the like.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, then you also have, then you also have vision, short-term disability, accident coverage, critical illness and life insurance.

Speaker speaker_2: Okay, 'cause um, so I really don't have no hospital insurance?

Speaker speaker_1: Uh, no. The plan that you're enrolled into only covers things like, uh, preventative services, so physicals, vaccines, cancer screenings and services like that.

Speaker speaker_2: All right, okay. All right. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, that'll be all. I just wanted some new cards. That's all. Thank you.

Speaker speaker_1: Oh, no problem. Thanks for taking the time to speak with me. Have a good day.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome. Bye now.