

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. I'm calling to... in regards to my, um, benefits. I just wanted to call and make sure that they were active, and that I was able to go and get like dental cleanings and eye exams, things like that. Okay. What staffing company do you work with? The Resource. Okay. And the last four of your Social? 8132. All right. And your first and last name? Zachary Jenkins. Thank you. Mr. Jenkins, could you verify your address and your date of birth for me please? 1959 Century Point Lane, Winston-Salem, North Carolina 27127. Uh, February 6th, 1992. Thank you. And we have a phone number on file of 336-521-0681. Is that correct? Yes, sir. All right. I'm showing it looks like... Yes, coverage became active as of today. Beautiful. Now, how would I find out what, um... what physicians I'm able to go to or that accept my insurance? For, uh, for dentists, uh, for dental, you'll go to ampublic.com. Should be a link towards the bottom of their homepage that help- that should say something about locating dental providers. Okay. And then for- Ampublic.com? Yes. Okay. And then for... Uh, then for vision, it is metlife.com/mybenefits. All right. Metlife.mybenefits? Yes, sir. Okay. Sounds good. And if I wanted to... If I wanted to add someone to my insurance, would I go through you all to do that or with The Resource? Uh, you would do that through us, and you have until February 21st to make any final decisions like that. Okay. And I can do- I guess I could do that online? Uh, yeah. You, you could do that online but if for some reason you're having any issue with that, you're more than welcome to give us a call to get that done. Okay. That sounds good. I appreciate your help, Chris. No problem. Anything else? That'll do. All right. Thanks for calling and have a wonderful day. Thank you. Bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. I'm calling to... in regards to my, um, benefits. I just wanted to call and make sure that they were active, and that I was able to go and get like dental cleanings and eye exams, things like that.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: The Resource.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 8132.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Zachary Jenkins.

Speaker speaker_0: Thank you. Mr. Jenkins, could you verify your address and your date of birth for me please?

Speaker speaker_1: 1959 Century Point Lane, Winston-Salem, North Carolina 27127. Uh, February 6th, 1992.

Speaker speaker_0: Thank you. And we have a phone number on file of 336-521-0681. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I'm showing it looks like... Yes, coverage became active as of today.

Speaker speaker_1: Beautiful. Now, how would I find out what, um... what physicians I'm able to go to or that accept my insurance?

Speaker speaker_0: For, uh, for dentists, uh, for dental, you'll go to ampublic.com. Should be a link towards the bottom of their homepage that help- that should say something about locating dental providers.

Speaker speaker_1: Okay.

Speaker speaker_0: And then for-

Speaker speaker_1: Ampublic.com?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: And then for... Uh, then for vision, it is metlife.com/mybenefits.

Speaker speaker_1: All right. Metlife.mybenefits?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Sounds good. And if I wanted to... If I wanted to add someone to my insurance, would I go through you all to do that or with The Resource?

Speaker speaker_0: Uh, you would do that through us, and you have until February 21st to make any final decisions like that.

Speaker speaker_1: Okay. And I can do- I guess I could do that online?

Speaker speaker_0: Uh, yeah. You, you could do that online but if for some reason you're having any issue with that, you're more than welcome to give us a call to get that done.

Speaker speaker_1: Okay. That sounds good. I appreciate your help, Chris.

Speaker speaker_0: No problem. Anything else?

Speaker speaker_1: That'll do.

Speaker speaker_0: All right. Thanks for calling and have a wonderful day.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye now.