

Transcript: Chris Sofield (deactivated)-5917185730199552-6037379114909696

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, man. I got a couple of questions. This is Davy Aaron. I'm through Wagner's in service. I called about a week ago- Okay. I'm sorry. ... um, upgrade my insurance to the gold package. Uh, when is that gonna kick in? When is that? Okay. Um, let me pull your file up and s- and, uh, see if I can get any information from you. W- uh, what's the last four of your Social? 2452. Okay, Mr. Aaron, could you verify your address and your date of birth for me? Yeah. 531 Mountain Creek Church Road, Lot 284 Alpha, Monroe, Georgia 30656. Okay, and your date of birth, sir? 6/21/78. Thank you. Phone number file we have is 404-268-4989. Is that correct? Yes, sir. All right. I'm showing it looks like the change to add the VIP Pro Policy is still in a pending state. Um, I would just... The only thing I can really tell you is just keep an eye out on your pay stubs. Once you start seeing the deductions increase from the 1938 to the 5721, your policy should be effective the following Monday. When do you think it's going to be effective? This week or what? That is completely outside of our capability to answer unfortunately, because deductions themselves are handled by Wagner. We're not involved in that. All right, let me call Wagner then. All right. Was, uh, was there anything else I could help you with? No, that's it, man. All right. Thanks again for calling and have a good day. Goodbye, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, man. I got a couple of questions. This is Davy Aaron. I'm through Wagner's in service. I called about a week ago-

Speaker speaker_0: Okay. I'm sorry.

Speaker speaker_1: ... um, upgrade my insurance to the gold package. Uh, when is that gonna kick in? When is that?

Speaker speaker_0: Okay. Um, let me pull your file up and s- and, uh, see if I can get any information from you. W- uh, what's the last four of your Social?

Speaker speaker_1: 2452.

Speaker speaker_0: Okay, Mr. Aaron, could you verify your address and your date of birth for me?

Speaker speaker_1: Yeah. 531 Mountain Creek Church Road, Lot 284 Alpha, Monroe, Georgia 30656.

Speaker speaker_0: Okay, and your date of birth, sir?

Speaker speaker_1: 6/21/78.

Speaker speaker_0: Thank you. Phone number file we have is 404-268-4989. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I'm showing it looks like the change to add the VIP Pro Policy is still in a pending state. Um, I would just... The only thing I can really tell you is just keep an eye out on your pay stubs. Once you start seeing the deductions increase from the 1938 to the 5721, your policy should be effective the following Monday.

Speaker speaker_1: When do you think it's going to be effective? This week or what?

Speaker speaker_0: That is completely outside of our capability to answer unfortunately, because deductions themselves are handled by Wagner. We're not involved in that.

Speaker speaker_1: All right, let me call Wagner then.

Speaker speaker_0: All right. Was, uh, was there anything else I could help you with?

Speaker speaker_1: No, that's it, man.

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

Speaker speaker_1: Goodbye, bye.