

## Transcript: Chris Sofield

(deactivated)-6053404472557568-5224873739993088

### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Um, is there a Malcolm there? Um, unfortunately, I believe he had just left for the day. Is there anything I can help you with? Gotcha. Um, he, uh, just called me, um, saying that my, uh... to talk about my ineligibility for your MVP plan. Okay. Um, I was wondering if I sent you guys an Appendix A form, you'd be able to fill that out with the correct information, and then- And- ... just email it back to me? Yeah, let me, um, let me pull your file so I can make notes on that. Yeah, no problem. Uh, what F-ing company do you work with? Um, DTC. And last four of your social? Uh, 6789. 6789. Your... All right, your first and last name, ma'am? Kelly Trudson. Thank you. One moment. My date of birth- Sorry, go ahead. Date of birth, do you need that? Uh, yeah, date of birth and address. Okay. Date of birth, March 8th, 2000, and then the address is, uh, 18070 Crown Avenue Walnut Grove, Minnesota 56180 for the zip code. Thank you. Phone on file 507-626-4704. Is that correct? Yep. And email Kelly Trudson at gmail.com? Yes. All right. And you said that this... there w- it was an Appendix A document that you- Yeah. ... that we need to fill out? Yeah. Just so I can move on to another insurance instead of your guys' that I wasn't eligible for. Okay. Um, yeah. So, I'll put down notes that way, um, that, that document can get to where it needs to go to be filled out, um, when we receive that. Uh, just send- Mm-hmm. ... uh, just send that to, um, our email address info@benefitsinacard.com. Um- Okay. ... and just, uh, make sure that it... you indicate that it is for your file. So, like, your last name, your, or your name, your, uh, the last four of your social, the fact that you're with DTC. Uh, that way- Okay. ... we can make sure that it's attached- sorry, it's associated with the right account on our system. Um- Yeah. ... and, yeah, I'll just, I'll just alert the back office to be on the lookout for that. Okay, awesome. All right, anything else? Uh, no, I think that'll be it. All right, thanks again for calling and have a wonderful day. Thank you. You too. Bye now. 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: Hi, Chris. Um, is there a Malcolm there?

Speaker speaker\_0: Um, unfortunately, I believe he had just left for the day. Is there anything I can help you with?

Speaker speaker\_1: Gotcha. Um, he, uh, just called me, um, saying that my, uh... to talk about my ineligibility for your MVP plan.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, I was wondering i- if I sent you guys an Appendix A form, you'd be able to fill that out with the correct information, and then-

Speaker speaker\_0: And-

Speaker speaker\_1: ... just email it back to me?

Speaker speaker\_0: Yeah, let me, um, let me pull your file so I can make notes on that.

Speaker speaker\_1: Yeah, no problem.

Speaker speaker\_0: Uh, what F-ing company do you work with?

Speaker speaker\_1: Um, DTC.

Speaker speaker\_0: And last four of your social?

Speaker speaker\_1: Uh, 6789.

Speaker speaker\_0: 6789. Your... All right, your first and last name, ma'am?

Speaker speaker\_1: Kelly Trudson.

Speaker speaker\_0: Thank you. One moment.

Speaker speaker\_1: My date of birth-

Speaker speaker\_0: Sorry, go ahead.

Speaker speaker\_1: Date of birth, do you need that?

Speaker speaker\_0: Uh, yeah, date of birth and address.

Speaker speaker\_1: Okay. Date of birth, March 8th, 2000, and then the address is, uh, 18070 Crown Avenue Walnut Grove, Minnesota 56180 for the zip code.

Speaker speaker\_0: Thank you. Phone on file 507-626-4704. Is that correct?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And email Kelly Trudson at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And you said that this... there w- it was an Appendix A document that you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... that we need to fill out?

Speaker speaker\_1: Yeah. Just so I can move on to another insurance instead of your guys' that I wasn't eligible for.

Speaker speaker\_0: Okay. Um, yeah. So, I'll put down notes that way, um, that, that document can get to where it needs to go to be filled out, um, when we receive that. Uh, just send-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... uh, just send that to, um, our email address info@benefitsinacard.com. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and just, uh, make sure that it... you indicate that it is for your file. So, like, your last name, your, or your name, your, uh, the last four of your social, the fact that you're with DTC. Uh, that way-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... we can make sure that it's atta- sorry, it's associated with the right account on our system. Um-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... and, yeah, I'll just, I'll just alert the back office to be on the lookout for that.

Speaker speaker\_1: Okay, awesome.

Speaker speaker\_0: All right, anything else?

Speaker speaker\_1: Uh, no, I think that'll be it.

Speaker speaker\_0: All right, thanks again for calling and have a wonderful day.

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Bye now.

Speaker speaker\_1: Bye.