

Transcript: Chris Sofield (deactivated)-6247437896204288-5010205289955328

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, I just got a text message that said there was a lapse in coverage or something. Okay. Um, we are a plan administrator for health insurance benefits for staffing companies. If you received that text message, that means that our system, uh, recognizes that you may have ha- have insurance through a staffing company that we partner with, uh, but because there was no deduction out of any sort of paycheck last week, any coverage that you may have had is not active this week. Uh, do you work with a staffing company? Yes. Okay. And what staffing company do you work with? Um... Shit, I forgot the name of it, damn it. One second, let me look at it. Um... Go to my email. Doherty. Doherty? Okay. Yeah. And the last four of your Social to locate your file? Say again? Uh, the last four of your Social so I can locate a file. Uh, 8169. All right. Your first and last name? Justin Bagley. All right. Mr. Bagley, could you verify your address and your date of birth for me please? Um... Yeah, June 12th, 86. Mm-hmm. Chisholm, Minnesota. Okay. And, sorry, the, the full address? Um, it's there, isn't it? I need you to verify it for security purposes, sir. Yeah. Um, I'll pass. Sorry.

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, I just got a text message that said there was a lapse in coverage or something.

Speaker speaker_1: Okay. Um, we are a plan administrator for health insurance benefits for staffing companies. If you received that text message, that means that our system, uh, recognizes that you may have ha- have insurance through a staffing company that we partner with, uh, but because there was no deduction out of any sort of paycheck last week, any coverage that you may have had is not active this week. Uh, do you work with a staffing company?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what staffing company do you work with?

Speaker speaker_2: Um... Shit, I forgot the name of it, damn it. One second, let me look at it. Um... Go to my email. Doherty.

Speaker speaker_1: Doherty? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the last four of your Social to locate your file?

Speaker speaker_2: Say again?

Speaker speaker_1: Uh, the last four of your Social so I can locate a file.

Speaker speaker_2: Uh, 8169.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Justin Bagley.

Speaker speaker_1: All right. Mr. Bagley, could you verify your address and your date of birth for me please?

Speaker speaker_2: Um... Yeah, June 12th, 86. Mm-hmm. Chisholm, Minnesota.

Speaker speaker_1: Okay. And, sorry, the, the full address?

Speaker speaker_2: Um, it's there, isn't it?

Speaker speaker_1: I need you to verify it for security purposes, sir.

Speaker speaker_2: Yeah. Um, I'll pass. Sorry.