

Transcript: Chris Sofield

(deactivated)-6294263377117184-4834064430743552

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, yes, my name Timothy Young. I'm supposed to have a policy number with UI. Um, they told me to call back today and I just wanted to get the name of the insurance company and the policy number, if I could, just to verify, verify it, okay? Okay. Uh, what staffing company do you work with? Surge Staffing in Anderson, South Carolina. Okay. And the last four of your social? Seven, two, three, zero. Okay. And, Mr. Young could you verify your address and your date of birth for me, please? Uh, address is 400 Mahaffey Street, Belton, South Carolina 29627. Date of birth was 08/12/65. Okay. We have a phone on file for you at 376-0262, is that correct? Yes, sir. It is. And an email on file of 705432 at gmail.com, is that correct? Yes, sir. Okay. So, yeah. Uh, I do see here where you had called us on Tuesday. It was explained at that point... at that time that it typically takes one to two weeks after the policy's- Mm-hmm. ... effective date for any ID cards to arrive. We're s- it's only been two more days since then, uh, you wouldn't receive ID cards until next week or the week after. Um, but- Okay, I know the call but I'm talking about do you have the number though? You said something about I could call back and you can issue me the number, policy number. Oh, okay. Oh, okay. So yeah. Uh, yeah, by this point it's possible that the policy information has been made available. Let me check that for you. Okay. Bear with me just a moment, Mr. Young. Okay. Okay. It looks like copies of the ID cards are available, um, digitally. So what I can do for you is I can email those directly on over to you. Okay? Okay. Could you do this ASAP because I'm trying to, uh, well, it's just insurance, insurance purposes, I need to be covered. You know, I'm going through a few things but... All right. 'Cause so is, uh, Tim, is it, uh, ty705432 at gmail.com? Uh, no, we just had the numbers. It should be ty705432. Yeah, yeah. That's it, that's it. 705432. Okay. All right. All right. So I, I'll go ahead and work on getting those ID cards sent to that email address, Mr. Young. Um, the, this email will be coming from info@benefitsandacard.com If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Uh, you should be getting this- Okay. ... in a couple of minutes here. Okay. What's the name over now? Uh, info@benefitsandacard.com. Inso, I-N-S-O? No, info, like information, info. Okay. Okay, uh, what's the name- Uh- ... of the, uh, uh, insurance company? Uh, for your medical and dental it's through American Public Life. Your vision is through MetLife. American. American- American Public Life. Let me, I'm trying to get this straight. American Public Life? Yes, sir. That's for medical- Your medical and your dental. And the dental and vision is what? MetLife. MetLife is vis- Okay, you gonna go ahead and send that information on through? Yes, sir. Those i- those, uh, ID cards are, are going via email. Like I said, you should be getting those in just a couple of minutes here. Okay? Okay. All right, man. I, I appreciate it, man. I, I'm sorry to bother you again. I'm just trying to- Yep. No, you're- ... handle the situation, man. You're

fine, sir. Uh, was there anything else I could help you with? No, that'll be all. Thank you very much. You're welcome. Thanks for calling and have a good day. All right. Oh, you too. All right, bye now. All right. Mm-hmm.

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, yes, my name Timothy Young. I'm supposed to have a policy number with UI. Um, they told me to call back today and I just wanted to get the name of the insurance company and the policy number, if I could, just to verify, verify it, okay?

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

Speaker speaker_2: Surge Staffing in Anderson, South Carolina.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: Seven, two, three, zero.

Speaker speaker_1: Okay. And, Mr. Young could you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, address is 400 Mahaffey Street, Belton, South Carolina 29627. Date of birth was 08/12/65.

Speaker speaker_1: Okay. We have a phone on file for you at 376-0262, is that correct?

Speaker speaker_2: Yes, sir. It is.

Speaker speaker_1: And an email on file of 705432 at gmail.com, is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So, yeah. Uh, I do see here where you had called us on Tuesday. It was explained at that point... at that time that it typically takes one to two weeks after the policy's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... effective date for any ID cards to arrive. We're s- it's only been two more days since then, uh, you wouldn't receive ID cards until next week or the week after. Um, but-

Speaker speaker_2: Okay, I know the call but I'm talking about do you have the number though? You said something about I could call back and you can issue me the number, policy number.

Speaker speaker_1: Oh, okay. Oh, okay. So yeah. Uh, yeah, by this point it's possible that the policy information has been made available. Let me check that for you. Okay. Bear with me just a moment, Mr. Young.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. It looks like copies of the ID cards are available, um, digitally. So what I can do for you is I can email those directly on over to you. Okay?

Speaker speaker_2: Okay. Could you do this ASAP because I'm trying to, uh, well, it's just insurance, insurance purposes, I need to be covered. You know, I'm going through a few things but...

Speaker speaker_1: All right.

Speaker speaker_2: 'Cause so is, uh, Tim, is it, uh, ty705432 at gmail.com?

Speaker speaker_1: Uh, no, we just had the numbers. It should be ty705432.

Speaker speaker_2: Yeah, yeah. That's it, that's it. 705432.

Speaker speaker_1: Okay. All right. All right. So I, I'll go ahead and work on getting those ID cards sent to that email address, Mr. Young. Um, the, this email will be coming from info@benefitsandacard.com If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Uh, you should be getting this-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in a couple of minutes here.

Speaker speaker_2: Okay. What's the name over now?

Speaker speaker_1: Uh, info@benefitsandacard.com.

Speaker speaker_2: Inso, I-N-S-O?

Speaker speaker_1: No, info, like information, info.

Speaker speaker_2: Okay. Okay, uh, what's the name-

Speaker speaker_1: Uh-

Speaker speaker_2: ... of the, uh, uh, insurance company?

Speaker speaker_1: Uh, for your medical and dental it's through American Public Life. Your vision is through MetLife.

Speaker speaker_2: American. American-

Speaker speaker_1: American Public Life.

Speaker speaker_2: Let me, I'm trying to get this straight. American Public Life?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: That's for medical-

Speaker speaker_1: Your medical and your dental.

Speaker speaker_2: And the dental and vision is what?

Speaker speaker_1: MetLife.

Speaker speaker_2: MetLife is vis- Okay, you gonna go ahead and send that information on through?

Speaker speaker_1: Yes, sir. Those i- those, uh, ID cards are, are going via email. Like I said, you should be getting those in just a couple of minutes here. Okay?

Speaker speaker_2: Okay. All right, man. I, I appreciate it, man. I, I'm sorry to bother you again. I'm just trying to-

Speaker speaker_1: Yep. No, you're-

Speaker speaker_2: ... handle the situation, man.

Speaker speaker_1: You're fine, sir. Uh, was there anything else I could help you with?

Speaker speaker_2: No, that'll be all. Thank you very much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: All right. Oh, you too.

Speaker speaker_1: All right, bye now.

Speaker speaker_2: All right. Mm-hmm.