

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call- Hello? ... will be monitored or recorded for quality assurance purposes. Good afternoon. May I speak with Marquita Porter? Yes, sir. May I ask who's speaking? Hi, my name is Chris. I'm with Benefits in a Card calling on behalf of BG Staffing, or BGSS. I'm returning a voicemail you left with us over the weekend. Oh, yes, that was and I was trying to see, um, in regards to the the plan I have with you guys? How does that work, and, and what is, is that? Okay. Um, before we continue, your call is being recorded for quality assurance and training purposes. Mm-hmm. I'm showing it looks like you're currently enrolled into dental, vision, and life insurance. Um, as far as how it works- Mm-hmm. ... as far as, like, if you're meaning using it, then you just show your- Yeah. ... dental and vision cards to the doc... to the dentist or eye doctor, and they would run your insurance. Now, if you don't have your ID card- Okay, well- That's... I'm sorry. Go ahead? Yeah. Like I said, I don't have any ID cards. Okay. So then, we, we should be able to email copies of those on over to you. Um, can you confirm for me, we have your email ad- looks like, missporter.business at gmail.com? Correct. And then- Okay. ... are you guys able to send one in the mail as well? Uh, y- yeah. Can you confirm your mailing address for me please? 7032 Golden Glow Way. And the city, state and zip code. Roseville, California. Roseville, California 95747. Oh, I'm sorry. I got emotional. It's okay. Thank you. No, you're fine. All right. I'll, I'll send requests to the carriers and have, uh, new physical copies sent out to you. Those should arrive in seven to ten business days. The email copies should, uh, should show up in your inbox within the co- next couple of minutes. Now, if you don't see them in your inbox, just check your spam folder. May have gotten filtered there. Um, but yeah, you should be, you should get those here fairly soon. And then far as the... Okay, that's fine. Far as the dentist part, am I able to go to any dentist, or how does that work? Uh, you do have to follow a network for both the dental and vision. Um, however, the email I'm sending you as well as the, uh, ID cards themselves will have information on how to locate which dentists and eye doctors are in your area that are part of the networks. Okay, and do you know where the dental is? I, I wouldn't know anything about that, unfortunately. Okay. We're not the network, and we don't have access to that information. Oh. Oh, okay. All right, then. Okay, do you know Sorry, go ahead? Okay. So you said you're going to send it off shortly? Yeah, I'm gonna go ahead and send you the email copies shortly. You should... Like I said, you should receive these in just a couple minutes here. Um, and then the physical copies should arrive in about seven to ten business days. Okay, as well. All right. Was there, uh, was there anything else I could help you with? No, that is all. Thank you. You're welcome. Thanks for taking the time to speak with me. Have a wonderful day. You too. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello?

Speaker speaker\_0: ... will be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. May I speak with Marquita Porter?

Speaker speaker\_1: Yes, sir. May I ask who's speaking?

Speaker speaker\_2: Hi, my name is Chris. I'm with Benefits in a Card calling on behalf of BG Staffing, or BGSS. I'm returning a voicemail you left with us over the weekend.

Speaker speaker\_1: Oh, yes, that was and I was trying to see, um, in regards to the the plan I have with you guys? How does that work, and, and what is, is that?

Speaker speaker\_2: Okay. Um, before we continue, your call is being recorded for quality assurance and training purposes.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I'm showing it looks like you're currently enrolled into dental, vision, and life insurance. Um, as far as how it works-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... as far as, like, if you're meaning using it, then you just show your-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... dental and vision cards to the doc... to the dentist or eye doctor, and they would run your insurance. Now, if you don't have your ID card-

Speaker speaker\_1: Okay, well-

Speaker speaker\_2: That's... I'm sorry. Go ahead?

Speaker speaker\_1: Yeah. Like I said, I don't have any ID cards.

Speaker speaker\_2: Okay. So then, we, we should be able to email copies of those on over to you. Um, can you confirm for me, we have your email ad- looks like, missporter.business at gmail.com?

Speaker speaker\_1: Correct. And then-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... are you guys able to send one in the mail as well?

Speaker speaker\_2: Uh, y- yeah. Can you confirm your mailing address for me please?

Speaker speaker\_1: 7032 Golden Glow Way.

Speaker speaker\_2: And the city, state and zip code.

Speaker speaker\_1: Roseville, California. Roseville, California 95747. Oh, I'm sorry. I got emotional.

Speaker speaker\_2: It's okay. Thank you. No, you're fine. All right. I'll, I'll send requests to the carriers and have, uh, new physical copies sent out to you. Those should arrive in seven to ten business days. The email copies should, uh, should show up in your inbox within the next couple of minutes. Now, if you don't see them in your inbox, just check your spam folder. May have gotten filtered there. Um, but yeah, you should be, you should get those here fairly soon.

Speaker speaker\_1: And then far as the... Okay, that's fine. Far as the dentist part, am I able to go to any dentist, or how does that work?

Speaker speaker\_2: Uh, you do have to follow a network for both the dental and vision. Um, however, the email I'm sending you as well as the, uh, ID cards themselves will have information on how to locate which dentists and eye doctors are in your area that are part of the networks.

Speaker speaker\_1: Okay, and do you know where the dental is?

Speaker speaker\_2: I, I wouldn't know anything about that, unfortunately.

Speaker speaker\_1: Okay.

Speaker speaker\_2: We're not the network, and we don't have access to that information.

Speaker speaker\_1: Oh. Oh, okay.

Speaker speaker\_2: All right, then.

Speaker speaker\_1: Okay, do you know

Speaker speaker\_2: Sorry, go ahead?

Speaker speaker\_1: Okay. So you said you're going to send it off shortly?

Speaker speaker\_2: Yeah, I'm gonna go ahead and send you the email copies shortly. You should... Like I said, you should receive these in just a couple minutes here. Um, and then the physical copies should arrive in about seven to ten business days.

Speaker speaker\_1: Okay, as well.

Speaker speaker\_2: All right. Was there, uh, was there anything else I could help you with?

Speaker speaker\_1: No, that is all. Thank you.

Speaker speaker\_2: You're welcome. Thanks for taking the time to speak with me. Have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_2: Bye now.