

Transcript: Chris Sofield

(deactivated)-6609358842183680-4834701105381376

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? Hey, Chris. How you doing? That's my brother's name. This is going to be a horrible phone c- Oh, no. That's, uh, that's, that's, it's, it's always fun when I, you come across with someone who either is familiar with my name or has the same name as me. That's never a good thing. Well, don't worry about that. Uh, shit, uh, you know how many times I was there, like, "What are your name?" And they're, "My name is Bo." I go, "My real name's Robert." But they're like, "Bo, really? I got this dog named Bo." And I'm like, "Why the fuck did you nick your dog Bo?" No, I definitely get that, trust me. But now how can I help you? All right. I just, I just crumped you, didn't I? Just a little bit, just a little bit there. There you go. Uh, um, so I'm going to give you my information, uh, 'cause this is what Surge, uh, that's all Surge sent me, was a MIC, has this man in charge, or I don't fucking know what the fuck that means. Um, so, uh, I was under, uh, their insurance plan from February until August, and I had a booboo in, uh, I think it was July. Right. In June or July, on my face. Um, so they had to reconstruct my face. Right. Uh, my eye and everything like that at a tune of \$59,000. Ouch. My eye still doesn't work. Ouch is, uh, ouch is pretty high score for that. Yeah, uh, my eye still doesn't work too good. Uh, my, my left eye I can't see really shit out of. It's like this blur that moves up and down. Um, so, but anyway, um, so the hospital, um, uh, they, uh, had my insurance information and everything like that. And, uh, and, uh, if y'all, the insurance people, y'all refused to pay a single penny for your privilege. Okay. Okay, so, um- So- ... all right, one thing I will, one thing I will clarify. Uh, Benefits- Yep. ... in a Card, all we are is really just the enrollment admin for Surge. We're, we're not going to be the insurance company itself. Uh, we're- Okay. ... unfortunately not in charge of- Who is? ... collective claims and billing all of that stuff. Um, let me- Oh. ... let me p- Sorry. Yeah, let me pull your file. Uh, because while we're not the insurance company, we did get you, we did get you enrolled in the plan at least, um- Right. ... based on information that Surge may have sent us. Do, do you know who I am? Yeah, that's what I'm saying, like what... Based on, based on information, if I can like... I'll, I'll need a little bit from you to be able to pull your file. And I should be able to direct you in the right place to, to ask those questions and get the answers that you're looking for, um. Awesome, sir. Yeah, so let's, let's go ahead and see if we can get this file pulled up. Uh, what's, what's the, uh, last four of your Social? Uh, 5059. 5059, thank you. And, uh- No, it's not it. What's the... Sorry, go ahead. It's a, it is, it is a number, not a letter. My apologies, 5059. All right, and, uh- Also- ... what's your last name, sir? If I pay \$10,000, you know how much I would get? One. One. Yeah. Uh, so my last name is Vancul. It's V as in Victor, A-N, T as in Tom, H-U-L. I'm sorry. I'm kind of smarter than most, uh, bustles, uh, that was military intelligence for 40 years, and a- Hmm. ... couple of American companies did. No worries with that. Understood. Let's see here. All right. Could you, uh, just

verify your address and your date of birth for me, sir? Yeah. The 2549 Overbrook Drive, Gaffney, South Carolina, 29341, date of birth 8/19/1976. Thank you. And, uh, y- you know, it's really crazy, like on the radio, uh, like in the military, if you're calling in like bomb strikes or something like that, if you say repeat, they're going to hit it twice. So y- you don't you know, I mean, if you don't understand, I, like, "Will you repeat?" And they will actually bomb it twice. Right, because they, because it, it sounds like you're asking for a repeated strike- Yes. ... not repeated information. Right. All right, let's see here. And, uh, Mr. Vancul, um- Oh, you got my name right. Uh, I, I assume that's not, that's not something that happens often, huh? No, no, it isn't. It's a good thing I didn't have my mom's maiden name. Her name, her last name was Vonderhovel. I probably would have been- My mom's last name. ... way harder to, to, uh, to guess on the first try. I'm sure that they're both from Holland, so. Right. All right, um, but yeah, can you, can you verify? We got the phone on file, 864-741-1887. Is that correct? Yep. Mm-hmm. Yep, that's me. All right, let's see who the coverage was through at the time. All right. Okay. So the company that you're gonna be, that you're going to need to contact, they're called Ninety Degree Benefits. Um, let, uh, they're the actual insurance company for the plan that you had at the time. Uh, let me know when you're ready. I can go ahead and give you that phone number. I, I am in my car. Can you text it to me, or can you send it by email or some shit? I do not have a pen. No, I really don't have a pen. I'm sitting at a gas station 'cause, uh, uh... Let me- I went out real estate and, uh, last night, uh, I took the kids trick-or-treating. I get bit by a dog, and, uh, and now I'm just, uh, I'm, I'm under my car right now, bro. No, I understand. Um, yeah, uh, our, our, uh, emails and texts are all unfortunately usually like automated type stuff, um, just-... general templates, uh, with information filled out. Um- No. ... let me think if there's a way I can get this over to you without just you needing to write it down. Um, one moment. I really... I do not have a pen in the car. No, I don't. Because I got out of the car yesterday. Shit. Uh, Mr. Vantil- Mm-hmm. ... uh, just if you... If you don't mind, just hold on the line for just a moment. I'm gonna double check something on my side here, see if there is any way that I can just send this information over to you. Um- Okay. And, and yeah, let me, uh... Let me look into that and I can be right back with you. Okay? All right. That'd be cool. All right. Thanks. All right. Mr. Vantil? I... And I'm, I'm sorry. I didn't mean to call you sir. I mean, you're probably, uh... You sound, uh, 24 to 27. Uh, well, thank you. I appreciate that. I'm actually... I actually am a little bit older than that. I'm, uh, just... Uh, I turned 30 this year. Ah. My bad. Uh, uh, yeah. Oh, shit. I'm... I'm 48. God. No. What is it? I got like... Cramps. I, I weigh 200... 219 pounds and, uh, and I'm five foot 11 and I can outwork any 20-year-old. I-I-I-It's, it's crazy. No, I definitely understand that. Um, yeah. I... But, uh, let's see here. Uh, and I, I'm gonna be honest with you, if, if it weren't for the fact that we had to verify the, the date of birth and everything, I would have probably pegged you around my age as well, so... Oh. Well, thanks. I, I just talk a little bit more like a normal person. Nick Nolte- No, I don't... No. I don't think- Oh. I don't think that's the case here. No. No, no. I'm... Yeah. Yeah. Nick Nolte. I... That's the one that had s- done too many head injuries or something. "Are you looking for the vine?" Uh, hmm. I, I don't actually think that he was actually acting to make them sound like that, I think that he just actually sounds like that. You know, like, he goes into a Starbucks and he goes, "I'll have a latte from there." I... Y- you're probably not too far off the mark with that one. All right. Well. W- where are you from? Uh, South Carolina, sir. Oh, shit. No, shit. Me too. No, not really. No, uh, no. I, I, I have a vocabulary so I mean- ... I know how to pronounce words. I'm actually from Florida, but, uh, I've been a transplant for, uh, eight years. The- I, I

have, uh- My- I, I was born and raised here so... Ah, really? No, shit. Where? Uh, where at? Uh, upstate area. Uh, so- Upstate? Okay. Yeah. So kind- kind of the same- Are you from- ... same, same region as- ... Gaffney? No, I'm not from Gaffney. No. Oh. My whole neck's from Gaffney. Born and raised. 35 years old. Yeah. I, I tell you what, I see as the vocabulary like, uh, I don't know, my, my, my bird. And my bird knows 34 words so... Yeah. All right. So let's see here. All right. So I wasn't able- Are you- ... to, um... Sorry? No, I was just thinking in my head, uh, Spartanburg, upstate area. Around, around that area. Yes, sir. I, I've... I did go- I'm, I'm- ... to school in, in Spartanburg County, so... Oh, okay. I... Oh, fuck. I-Ain't nothing wrong with that. Mm-hmm. Not at all. I- It's actually... It's great that I get to talk to someone that doesn't go, "Hello. Thank you for calling menya. Would you like to try?" I'm like, "No, I don't... I don't want curry food." You know? And Lisa's better than the Philippines. "Hi. My name is Wade. You call number five." It's like, "No. I don't want an egg roll." All right. Let's see here. I, I'm glad this phone call's recorded for training purposes- ... which is work. All right. Um, so we were able to... I was able to go ahead and, uh, look into a couple of things and I was able to find that, yes, while most of our, uh, ways of contacting are automated, there is... We can go ahead and send a manual, uh, message out to you via email.... um, so I will- Great. ... be able to go ahead and email that contact information for 90 Degree Benefits on over to you. Um, can you just confirm, the email we've got on file for you, rvanthal43@gmail.com, is that correct? That's me all day long. Yes, sir. All right. So- And, and, you know, what was 43 when I created that email, and my other email was rvanthal37. I was 37 when I created that email. . So it's like... I was like, you know. Well, hey, it's always a, a good way of making sure that A, you're going to remember it, B it's most likely not going to get taken. You know, it's amazing how ... that no one has that name. I, you know- True. ... I'm belated like four people on this planet. Well, I mean, besides my kids, I have six of those and like I have eight grandkids and shit. Right. All right, so let's see here. Okay. But yeah, no. Uh, so what we'll do for you, I'll go ahead and send you that, uh, contact information, the phone number as well as the, uh, because I know there's an option that you, you need to press to speak with the correct, uh, team over there. Um, I'll go ahead and send all that information on over to you via email. Um, and you should get this email in just a couple of minutes here. Uh, this is going to come from our e- our general email address, info@benefitsinacard.com. If you don't see this email in your inbox, just check your spam folder. It might have gotten filtered there, um- Hey. But that should have the- How was- ... phone number. Sorry, go ahead. I said it probably will get sent to my spam folder. It, it's very much a possibility because, uh, it, it, it always happens like that. Emails that you may actually need for something, uh, go exactly where they're not supposed to go. And who the hell checks their spam folder because I don't want to see porn. Oh, hey, ... fancy. Okay. No problem. Ha, ha, ha. Right. Because, because I, because I've, I've experienced that not too long ago myself. I needed to get some information for, uh, for, uh, a vendor for, for my upcoming wedding and that information went straight to my spam folder and I'm sitting here like, where is it? I just checked my spam folder. Call them back and you'd be like, "Uh, can you send it?" Uh, no, I already sent it. And I'm like, "No, you didn't send it." I, I'm checking my mail. I mean, like what the hell? . It's like, huh, well, check your spam folder. I'm like, why? What else do you do? All right. But yeah, so, um, this, this email should have the information you need to be able to get in contact with who you need to get in contact with regarding, uh, the coverage for that bill and everything related to that. Uh, they should be able to answer any questions that you've got. Um, if you've got anything, uh, any other questions

regarding, like, the enrollment itself or anything like that, feel free to give us a call back. But as far as like actual coverage and billing and claims and stuff like that, uh, these guys are gonna be who you would need to talk to. Okay? Wait. Now, uh, in Gmail, you do have an iPhone, right? Uh, no, actually I do not. Oh, you do not. Uh, well, okay. If you've got Gmail, you can hit All Mail and it combines your spam folder along with your other mail. Hmm. I didn't know that. But then again, I, I, I don't have a Gmail account myself. I, I, I use Yahoo. Oh my God. Really? . You're on something. it, I, I know it surprises everyone. I, I, I tell them my email's- Hello. ... at yahoo.com. I say yahoo.com- Hello. ... and they're just like, "Wait, what?" Right. I'm sorry, the line- What? The line was cutting out there a little bit. It, it, it said aol.com. I know. Yeah. Yeah. That's why the line cuts out because I, I actually said those words and, and he was like... Just decided I didn't want to hear that. It's too o- it's too, uh, old school to load that in. And that is, that is the router. That is the router information for fucking kicking on. Oh my God. Uh, that is been... Shit, I am... I'm checking my email. Uh, I, it, I haven't sent it out just yet. Bear with me just a moment. All right, let's see here. I, I, do have a phone number for these fuckers? I'm sorry? Do you have a phone number for these guys? Because a buddy of mine just pulled up next to me. He's talking to him doing a line of blow. Uh, let's see here. Phone number. 211 is being... 464- No need to believe. It might help if I could spell things correctly and that is, uh, not spelling things correctly. Okay, cool. Uh, what's the phone number? Uh, phone number? Oh, were you, uh, were you able to locate something to write it down? Yeah, my, my, uh, that's more contactors to the- Okay. ... phone number. Uh, yes. Uh, phone- If you want to ... anything in your car. Yes. Phone number is going to be, uh, 1-800-833-4296. Jeez. And then when you, uh, contact that number, press option one when, uh, during the automated message, and that should get you over to the right team. Okay, cool. And I'll still go ahead and email this- Okay. ... on over to you. That way if, if you need it in the future, you've got that. Um, but yeah, so that, that should be, uh, they should be able to help out with those questions. Okay? All right. Take care of that. Thank you, Christopher. No problem, Mr. Vanthal. Was there anything else I can help you with today? No, no, you didn't. Thanks. Bye. All right. You're welcome. Bye.

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: Hey, Chris. How you doing? That's my brother's name. This is going to be a horrible phone c-

Speaker speaker_1: Oh, no. That's, uh, that's, that's, it's, it's always fun when I, you come across with someone who either is familiar with my name or has the same name as me. That's never a good thing.

Speaker speaker_2: Well, don't worry about that. Uh, shit, uh, you know how many times I was there, like, "What are your name?" And they're, "My name is Bo." I go, "My real name's

Robert." But they're like, "Bo, really? I got this dog named Bo." And I'm like, "Why the fuck did you nick your dog Bo?"

Speaker speaker_1: No, I definitely get that, trust me. But now how can I help you?

Speaker speaker_2: All right. I just, I just crumped you, didn't I?

Speaker speaker_1: Just a little bit, just a little bit there.

Speaker speaker_2: There you go. Uh, um, so I'm going to give you my information, uh, 'cause this is what Surge, uh, that's all Surge sent me, was a MIC, has this man in charge, or I don't fucking know what the fuck that means. Um, so, uh, I was under, uh, their insurance plan from February until August, and I had a booboo in, uh, I think it was July.

Speaker speaker_1: Right.

Speaker speaker_2: In June or July, on my face. Um, so they had to reconstruct my face.

Speaker speaker_1: Right.

Speaker speaker_2: Uh, my eye and everything like that at a tune of \$59,000. Ouch. My eye still doesn't work.

Speaker speaker_1: Ouch is, uh, ouch is pretty high score for that.

Speaker speaker_2: Yeah, uh, my eye still doesn't work too good. Uh, my, my left eye I can't see really shit out of. It's like this blur that moves up and down. Um, so, but anyway, um, so the hospital, um, uh, they, uh, had my insurance information and everything like that. And, uh, and, uh, if y'all, the insurance people, y'all refused to pay a single penny for your privilege.

Speaker speaker_1: Okay. Okay, so, um-

Speaker speaker_2: So-

Speaker speaker_1: ... all right, one thing I will, one thing I will clarify. Uh, Benefits-

Speaker speaker_2: Yep.

Speaker speaker_1: ... in a Card, all we are is really just the enrollment admin for Surge. We're, we're not going to be the insurance company itself. Uh, we're-

Speaker speaker_2: Okay.

Speaker speaker_1: ... unfortunately not in charge of-

Speaker speaker_2: Who is?

Speaker speaker_1: ... collective claims and billing all of that stuff. Um, let me-

Speaker speaker_2: Oh.

Speaker speaker_1: ... let me p-

Speaker speaker_2: Sorry.

Speaker speaker_1: Yeah, let me pull your file. Uh, because while we're not the insurance company, we did get you, we did get you enrolled in the plan at least, um-

Speaker speaker_2: Right.

Speaker speaker_1: ... based on information that Surge may have sent us.

Speaker speaker_2: Do, do you know who I am?

Speaker speaker_1: Yeah, that's what I'm saying, like what... Based on, based on information, if I can like... I'll, I'll need a little bit from you to be able to pull your file. And I should be able to direct you in the right place to, to ask those questions and get the answers that you're looking for, um.

Speaker speaker_2: Awesome, sir.

Speaker speaker_1: Yeah, so let's, let's go ahead and see if we can get this file pulled up. Uh, what's, what's the, uh, last four of your Social?

Speaker speaker_2: Uh, 5059.

Speaker speaker_1: 5059, thank you. And, uh-

Speaker speaker_2: No, it's not it.

Speaker speaker_1: What's the... Sorry, go ahead.

Speaker speaker_2: It's a, it is, it is a number, not a letter.

Speaker speaker_1: My apologies, 5059. All right, and, uh-

Speaker speaker_2: Also-

Speaker speaker_1: ... what's your last name, sir?

Speaker speaker_2: If I pay \$10,000, you know how much I would get? One.

Speaker speaker_1: One. Yeah.

Speaker speaker_2: Uh, so my last name is Vancul. It's V as in Victor, A-N, T as in Tom, H-U-L. I'm sorry. I'm kind of smarter than most, uh, bustles, uh, that was military intelligence for 40 years, and a-

Speaker speaker_1: Hmm.

Speaker speaker_2: ... couple of American companies did.

Speaker speaker_1: No worries with that. Understood. Let's see here. All right. Could you, uh, just verify your address and your date of birth for me, sir?

Speaker speaker_2: Yeah. The 2549 Overbrook Drive, Gaffney, South Carolina, 29341, date of birth 8/19/1976.

Speaker speaker_1: Thank you.

Speaker speaker_2: And, uh, y- you know, it's really crazy, like on the radio, uh, like in the military, if you're calling in like bomb strikes or something like that, if you say repeat, they're going to hit it twice. So y- you don't you know, I mean, if you don't understand, I, like, "Will you repeat?" And they will actually bomb it twice.

Speaker speaker_1: Right, because they, because it, it sounds like you're asking for a repeated strike-

Speaker speaker_2: Yes.

Speaker speaker_1: ... not repeated information. Right. All right, let's see here. And, uh, Mr. Vancul, um-

Speaker speaker_2: Oh, you got my name right.

Speaker speaker_1: Uh, I, I assume that's not, that's not something that happens often, huh?

Speaker speaker_2: No, no, it isn't. It's a good thing I didn't have my mom's maiden name. Her name, her last name was Vonderhovel.

Speaker speaker_1: I probably would have been-

Speaker speaker_2: My mom's last name.

Speaker speaker_1: ... way harder to, to, uh, to guess on the first try.

Speaker speaker_2: I'm sure that they're both from Holland, so.

Speaker speaker_1: Right. All right, um, but yeah, can you, can you verify? We got the phone on file, 864-741-1887. Is that correct?

Speaker speaker_2: Yep. Mm-hmm. Yep, that's me.

Speaker speaker_1: All right, let's see who the coverage was through at the time. All right. Okay. So the company that you're gonna be, that you're going to need to contact, they're called Ninety Degree Benefits. Um, let, uh, they're the actual insurance company for the plan that you had at the time. Uh, let me know when you're ready. I can go ahead and give you that phone number.

Speaker speaker_2: I, I am in my car. Can you text it to me, or can you send it by email or some shit? I do not have a pen. No, I really don't have a pen. I'm sitting at a gas station 'cause, uh, uh...

Speaker speaker_1: Let me-

Speaker speaker_2: I went out real estate and, uh, last night, uh, I took the kids trick-or-treating. I get bit by a dog, and, uh, and now I'm just, uh, I'm, I'm under my car right now, bro.

Speaker speaker_1: No, I understand. Um, yeah, uh, our, our, uh, emails and texts are all unfortunately usually like automated type stuff, um, just-... general templates, uh, with information filled out. Um-

Speaker speaker_2: No.

Speaker speaker_1: ... let me think if there's a way I can get this over to you without just you needing to write it down. Um, one moment.

Speaker speaker_2: I really... I do not have a pen in the car. No, I don't. Because I got out of the car yesterday.

Speaker speaker_1: Shit. Uh, Mr. Vantil-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, just if you... If you don't mind, just hold on the line for just a moment. I'm gonna double check something on my side here, see if there is any way that I can just send this information over to you. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: And, and yeah, let me, uh... Let me look into that and I can be right back with you. Okay?

Speaker speaker_2: All right. That'd be cool.

Speaker speaker_1: All right.

Speaker speaker_2: Thanks.

Speaker speaker_1: All right. Mr. Vantil?

Speaker speaker_2: I... And I'm, I'm sorry. I didn't mean to call you sir. I mean, you're probably, uh... You sound, uh, 24 to 27.

Speaker speaker_1: Uh, well, thank you. I appreciate that. I'm actually... I actually am a little bit older than that. I'm, uh, just... Uh, I turned 30 this year.

Speaker speaker_2: Ah. My bad. Uh, uh, yeah. Oh, shit. I'm... I'm 48. God.

Speaker speaker_1: No.

Speaker speaker_2: What is it? I got like... Cramps. I, I weigh 200... 219 pounds and, uh, and I'm five foot 11 and I can outwork any 20-year-old. I-I-I-It's, it's crazy.

Speaker speaker_1: No, I definitely understand that. Um, yeah. I... But, uh, let's see here. Uh, and I, I'm gonna be honest with you, if, if it weren't for the fact that we had to verify the, the date of birth and everything, I would have probably pegged you around my age as well, so...

Speaker speaker_2: Oh. Well, thanks. I, I just talk a little bit more like a normal person. Nick Nolte-

Speaker speaker_1: No, I don't... No. I don't think-

Speaker speaker_2: Oh.

Speaker speaker_1: I don't think that's the case here.

Speaker speaker_2: No. No, no. I'm... Yeah. Yeah. Nick Nolte. I... That's the one that had s-done too many head injuries or something. "Are you looking for the vine?" Uh, hmm. I, I don't actually think that he was actually acting to make them sound like that, I think that he just actually sounds like that. You know, like, he goes into a Starbucks and he goes, "I'll have a latte from there."

Speaker speaker_1: I... Y- you're probably not too far off the mark with that one. All right. Well.

Speaker speaker_2: W- where are you from?

Speaker speaker_1: Uh, South Carolina, sir.

Speaker speaker_2: Oh, shit. No, shit. Me too. No, not really. No, uh, no. I, I, I have a vocabulary so I mean- ... I know how to pronounce words. I'm actually from Florida, but, uh, I've been a transplant for, uh, eight years. The-

Speaker speaker_1: I, I have, uh-

Speaker speaker_2: My-

Speaker speaker_1: I, I was born and raised here so...

Speaker speaker_2: Ah, really? No, shit. Where? Uh, where at?

Speaker speaker_1: Uh, upstate area. Uh, so-

Speaker speaker_2: Upstate? Okay.

Speaker speaker_1: Yeah. So kind- kind of the same-

Speaker speaker_2: Are you from-

Speaker speaker_1: ... same, same region as-

Speaker speaker_2: ... Gaffney?

Speaker speaker_1: No, I'm not from Gaffney. No.

Speaker speaker_2: Oh. My whole neck's from Gaffney. Born and raised. 35 years old.

Speaker speaker_1: Yeah.

Speaker speaker_2: I, I tell you what, I see as the vocabulary like, uh, I don't know, my, my, my bird. And my bird knows 34 words so... Yeah.

Speaker speaker_1: All right. So let's see here. All right. So I wasn't able-

Speaker speaker_2: Are you-

Speaker speaker_1: ... to, um... Sorry?

Speaker speaker_2: No, I was just thinking in my head, uh, Spartanburg, upstate area.

Speaker speaker_1: Around, around that area. Yes, sir. I, I've... I did go-

Speaker speaker_2: I'm, I'm-

Speaker speaker_1: ... to school in, in Spartanburg County, so...

Speaker speaker_2: Oh, okay. I... Oh, fuck. I-Ain't nothing wrong with that.

Speaker speaker_1: Mm-hmm. Not at all.

Speaker speaker_2: I- It's actually... It's great that I get to talk to someone that doesn't go, "Hello. Thank you for calling menya. Would you like to try?" I'm like, "No, I don't... I don't want curry food." You know? And Lisa's better than the Philippines. "Hi. My name is Wade. You call number five." It's like, "No. I don't want an egg roll."

Speaker speaker_1: All right. Let's see here.

Speaker speaker_2: I, I'm glad this phone call's recorded for training purposes- ... which is work.

Speaker speaker_1: All right. Um, so we were able to... I was able to go ahead and, uh, look into a couple of things and I was able to find that, yes, while most of our, uh, ways of contacting are automated, there is... We can go ahead and send a manual, uh, message out to you via email.... um, so I will-

Speaker speaker_2: Great.

Speaker speaker_1: ... be able to go ahead and email that contact information for 90 Degree Benefits on over to you. Um, can you just confirm, the email we've got on file for you, rvanthal43@gmail.com, is that correct?

Speaker speaker_2: That's me all day long.

Speaker speaker_1: Yes, sir. All right. So-

Speaker speaker_2: And, and, you know, what was 43 when I created that email, and my other email was rvanthal37. I was 37 when I created that email.

Speaker speaker_1: .

Speaker speaker_2: So it's like... I was like, you know.

Speaker speaker_1: Well, hey, it's always a, a good way of making sure that A, you're going to remember it, B it's most likely not going to get taken.

Speaker speaker_2: You know, it's amazing how ... that no one has that name. I, you know-

Speaker speaker_1: True.

Speaker speaker_2: ... I'm belated like four people on this planet. Well, I mean, besides my kids, I have six of those and like I have eight grandkids and shit.

Speaker speaker_1: Right. All right, so let's see here. Okay. But yeah, no. Uh, so what we'll do for you, I'll go ahead and send you that, uh, contact information, the phone number as well as the, uh, because I know there's an option that you, you need to press to speak with the

correct, uh, team over there. Um, I'll go ahead and send all that information on over to you via email. Um, and you should get this email in just a couple of minutes here. Uh, this is going to come from our e- our general email address, info@benefitsinacard.com. If you don't see this email in your inbox, just check your spam folder. It might have gotten filtered there, um-

Speaker speaker_2: Hey.

Speaker speaker_1: But that should have the-

Speaker speaker_2: How was-

Speaker speaker_1: ... phone number. Sorry, go ahead.

Speaker speaker_2: I said it probably will get sent to my spam folder.

Speaker speaker_1: It, it's very much a possibility because, uh, it, it, it always happens like that. Emails that you may actually need for something, uh, go exactly where they're not supposed to go.

Speaker speaker_2: And who the hell checks their spam folder because I don't want to see porn. Oh, hey, ... fancy. Okay. No problem. Ha, ha, ha.

Speaker speaker_1: Right. Because, because I, because I've, I've experienced that not too long ago myself. I needed to get some information for, uh, for, uh, a vendor for, for my upcoming wedding and that information went straight to my spam folder and I'm sitting here like, where is it? I just checked my spam folder.

Speaker speaker_2: Call them back and you'd be like, "Uh, can you send it?" Uh, no, I already sent it. And I'm like, "No, you didn't send it." I, I'm checking my mail. I mean, like what the hell?

Speaker speaker_1: .

Speaker speaker_2: It's like, huh, well, check your spam folder. I'm like, why? What else do you do?

Speaker speaker_1: All right. But yeah, so, um, this, this email should have the information you need to be able to get in contact with who you need to get in contact with regarding, uh, the coverage for that bill and everything related to that. Uh, they should be able to answer any questions that you've got. Um, if you've got anything, uh, any other questions regarding, like, the enrollment itself or anything like that, feel free to give us a call back. But as far as like actual coverage and billing and claims and stuff like that, uh, these guys are gonna be who you would need to talk to. Okay?

Speaker speaker_2: Wait. Now, uh, in Gmail, you do have an iPhone, right?

Speaker speaker_1: Uh, no, actually I do not.

Speaker speaker_2: Oh, you do not. Uh, well, okay. If you've got Gmail, you can hit All Mail and it combines your spam folder along with your other mail.

Speaker speaker_1: Hmm. I didn't know that. But then again, I, I, I don't have a Gmail account myself. I, I, I use Yahoo.

Speaker speaker_2: Oh my God. Really?

Speaker speaker_1: .

Speaker speaker_2: You're on something.

Speaker speaker_1: it, I, I know it surprises everyone. I, I, I tell them my email's-

Speaker speaker_2: Hello.

Speaker speaker_1: ... at yahoo.com. I say yahoo.com-

Speaker speaker_2: Hello.

Speaker speaker_1: ... and they're just like, "Wait, what?" Right.

Speaker speaker_2: I'm sorry, the line- What?

Speaker speaker_1: The line was cutting out there a little bit.

Speaker speaker_2: It, it, it said aol.com. I know. Yeah. Yeah. That's why the line cuts out because I, I actually said those words and, and he was like...

Speaker speaker_1: Just decided I didn't want to hear that. It's too o- it's too, uh, old school to load that in.

Speaker speaker_2: And that is, that is the router. That is the router information for fucking kicking on. Oh my God. Uh, that is been... Shit, I am... I'm checking my email.

Speaker speaker_1: Uh, I, it, I haven't sent it out just yet. Bear with me just a moment. All right, let's see here.

Speaker speaker_2: I, I, do have a phone number for these fuckers?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Do you have a phone number for these guys? Because a buddy of mine just pulled up next to me. He's talking to him doing a line of blow.

Speaker speaker_1: Uh, let's see here. Phone number. 211 is being... 464-

Speaker speaker_2: No need to believe.

Speaker speaker_1: It might help if I could spell things correctly and that is, uh, not spelling things correctly.

Speaker speaker_2: Okay, cool. Uh, what's the phone number?

Speaker speaker_1: Uh, phone number? Oh, were you, uh, were you able to locate something to write it down?

Speaker speaker_2: Yeah, my, my, uh, that's more contactors to the-

Speaker speaker_1: Okay.

Speaker speaker_2: ... phone number.

Speaker speaker_1: Uh, yes. Uh, phone-

Speaker speaker_2: If you want to

Speaker speaker_3: ... anything in your car.

Speaker speaker_1: Yes. Phone number is going to be, uh, 1-800-833-4296.

Speaker speaker_2: Jeez.

Speaker speaker_1: And then when you, uh, contact that number, press option one when, uh, during the automated message, and that should get you over to the right team.

Speaker speaker_2: Okay, cool.

Speaker speaker_1: And I'll still go ahead and email this-

Speaker speaker_2: Okay.

Speaker speaker_1: ... on over to you. That way if, if you need it in the future, you've got that. Um, but yeah, so that, that should be, uh, they should be able to help out with those questions. Okay?

Speaker speaker_2: All right. Take care of that. Thank you, Christopher.

Speaker speaker_1: No problem, Mr. Vanthal. Was there anything else I can help you with today?

Speaker speaker_2: No, no, you didn't. Thanks. Bye.

Speaker speaker_1: All right. You're welcome. Bye.