

Transcript: Chris Sofield

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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? Yes, I called, check the information about my insurance I got with you guys. Okay. What staffing company do you work with? Uh, Third. All right. And the last four of your Social? 8544. All right. Your first and last name? Kenneth Jackson. All right, Mr. Jackson, could you verify your address and your date of birth for me? 296 County Road 9987, Alabama, 36701, uh, 10/20/1984. Thank you. I have the phone on file as 205-306-9937. Yes, sir. All right. And what kind of information were we looking for? Uh, do I have a, do I have that short disabili- um, plan with, what, what, what I got? Uh, yeah, I do show that you're currently enrolled into medical, dental, vision, life insurance, and short-term disability. Well- Uh, do you need to enroll and do a short... Do you need to file a short-term disability claim? Uh, I mean, I thought they was gonna let me know. I, I, I kind of forgot, signed up, but, but how do I... 'Cause I'm s- I've been going through dialysis and, um, I, I've been having, catching a hard time. Okay, so- I mean, with, you know, money-wise. Okay. So for short-term disability, to file any sort of claims for that, you would need to actually reach out to American Public Life. All we do is get you enrolled into it, but anything actually using the policy, you need to talk to them about. Let me know when you're ready. I'll give you their phone number. Oh, o- okay, I'm trying to get a pen right quick. Give me one second. Um... Uh, oh, I got a pen. I got a pen. Okay. So the phone number you're going to want to call is 800- Okay. 256- Okay. 8606. 8606? Yes, sir. Okay, uh, that's... Okay, that's... And you call them. Yes, sir. Just give them a call and, and, uh, they'll let you know what they may need to be able to file that short-term disability claim. Yes, sir. All right. All right. Anything else? Yeah, that's it. Thank you. You're welcome. Thanks for calling and have a good day. You too. Bye now.

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: Yes, I called, check the information about my insurance I got with you guys.

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

Speaker speaker_2: Uh, Third.

Speaker speaker_1: All right. And the last four of your Social?

Speaker speaker_2: 8544.

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

Speaker speaker_2: Kenneth Jackson.

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

Speaker speaker_2: 296 County Road 9987, Alabama, 36701, uh, 10/20/1984.

Speaker speaker_1: Thank you. I have the phone on file as 205-306-9937.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. And what kind of information were we looking for?

Speaker speaker_2: Uh, do I have a, do I have that short disabili- um, plan with, what, what, what I got?

Speaker speaker_1: Uh, yeah, I do show that you're currently enrolled into medical, dental, vision, life insurance, and short-term disability.

Speaker speaker_2: Well-

Speaker speaker_1: Uh, do you need to enroll and do a short... Do you need to file a short-term disability claim?

Speaker speaker_2: Uh, I mean, I thought they was gonna let me know. I, I, I kind of forgot, signed up, but, but how do I... 'Cause I'm s- I've been going through dialysis and, um, I, I've been having, catching a hard time.

Speaker speaker_1: Okay, so-

Speaker speaker_2: I mean, with, you know, money-wise.

Speaker speaker_1: Okay. So for short-term disability, to file any sort of claims for that, you would need to actually reach out to American Public Life. All we do is get you enrolled into it, but anything actually using the policy, you need to talk to them about. Let me know when you're ready. I'll give you their phone number.

Speaker speaker_2: Oh, o- okay, I'm trying to get a pen right quick. Give me one second. Um... Uh, oh, I got a pen. I got a pen.

Speaker speaker_1: Okay. So the phone number you're going to want to call is 800-

Speaker speaker_2: Okay.

Speaker speaker_1: 256-

Speaker speaker_2: Okay.

Speaker speaker_1: 8606.

Speaker speaker_2: 8606?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, uh, that's... Okay, that's... And you call them.

Speaker speaker_1: Yes, sir. Just give them a call and, and, uh, they'll let you know what they may need to be able to file that short-term disability claim.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right.

Speaker speaker_2: All right.

Speaker speaker_1: Anything else?

Speaker speaker_2: Yeah, that's it. Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: Bye now.