

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, my name is Jasmine. Um, I was calling on behalf of my boyfriend, Avery Walker. Um, he's right here. He gives me permission to talk for him. Okay, well, that depends on what it is you're trying to do. Um, if you're just looking for information, then yes, I can speak with you after authorizing that with him, but if he's trying to enroll, then he is the only one that can do that. Okay. No, we're just trying to see, 'cause he said when he signed up, when we started working, they signed up for dental insurance. Okay. So we're just trying to see if he has that. Okay. You, I will need to at least, uh, pull up his file to check to see if we have authorization to speak with you yet. And then, if we do, I can just keep speaking with you. If we do not, then I'll need you to hand the phone to him. Um- Okay, that's fine. ... do you know what company he works with? MAU. And the last four of his social? 5999. And his first and last name? Avery Walker, and it may be under Larez Walker. Okay. Okay. Yeah, I'll need, I'll need to speak with him. Can you pass the phone over to him? Yes, he's right here. I don't know. What's going on? All right, Mr. Walker. I just need to, I just need to go through the verif- the verification with, for your information first with you before I can speak with your, with your girlfriend. Um, can you please verify your address and date of birth? My date of... My address is 2 Stourbridge Court, Dalton, South Carolina 29627. Birthday is 4/27/91. Thank you. We have your phone number on file as 901-2857. Is that correct? Right. Okay. All right. You can pass the phone back over. That's all I needed from you. All right. All right, ma'am. And sorry, what was your name, one more time? Jasmine. J-A-S-M-I-N-E. Okay. Do you need my last name? Uh, yes, ma'am. Martine, M-A-R-T-I-N-E. Thank you. One moment. Okay. And then looking at his, uh, looking at everything, um, the only enrollment forms we ever had on file for him, he declined all insurance. It looks like we did, or he did try to call us back in November to enroll but was not eligible to enroll at that time. And he was instructed at that time to call back during open enrollment, which, let's see here, open enrollment just ended on the 31st. So unfortunately- Oh, okay. ... he's no longer eligible again to enroll. Okay, thank you. You're welcome. So when, when is the next, when is the next open enrollment? It's not gonna be until probably middle of December this year. That's when it was held last year. Okay, thank you. You're welcome. Anything-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, my name is Jasmine. Um, I was calling on behalf of my boyfriend, Avery Walker. Um, he's right here. He gives me permission to talk for him.

Speaker speaker_0: Okay, well, that depends on what it is you're trying to do. Um, if you're just looking for information, then yes, I can speak with you after authorizing that with him, but if he's trying to enroll, then he is the only one that can do that.

Speaker speaker_1: Okay. No, we're just trying to see, 'cause he said when he signed up, when we started working, they signed up for dental insurance.

Speaker speaker_0: Okay.

Speaker speaker_1: So we're just trying to see if he has that.

Speaker speaker_0: Okay. You, I will need to at least, uh, pull up his file to check to see if we have authorization to speak with you yet. And then, if we do, I can just keep speaking with you. If we do not, then I'll need you to hand the phone to him. Um-

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: ... do you know what company he works with?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of his social?

Speaker speaker_1: 5999.

Speaker speaker_0: And his first and last name?

Speaker speaker_1: Avery Walker, and it may be under Larez Walker.

Speaker speaker_0: Okay. Okay. Yeah, I'll need, I'll need to speak with him. Can you pass the phone over to him?

Speaker speaker_1: Yes, he's right here. I don't know.

Speaker speaker_2: What's going on?

Speaker speaker_0: All right, Mr. Walker. I just need to, I just need to go through the verification with, for your information first with you before I can speak with your, with your girlfriend. Um, can you please verify your address and date of birth?

Speaker speaker_2: My date of... My address is 2 Stourbridge Court, Dalton, South Carolina 29627. Birthday is 4/27/91.

Speaker speaker_0: Thank you. We have your phone number on file as 901-2857. Is that correct?

Speaker speaker_2: Right.

Speaker speaker_0: Okay. All right. You can pass the phone back over. That's all I needed from you.

Speaker speaker_1: All right.

Speaker speaker_0: All right, ma'am. And sorry, what was your name, one more time?

Speaker speaker_1: Jasmine. J-A-S-M-I-N-E.

Speaker speaker_0: Okay.

Speaker speaker_1: Do you need my last name?

Speaker speaker_0: Uh, yes, ma'am.

Speaker speaker_1: Martine, M-A-R-T-I-N-E.

Speaker speaker_0: Thank you. One moment. Okay. And then looking at his, uh, looking at everything, um, the only enrollment forms we ever had on file for him, he declined all insurance. It looks like we did, or he did try to call us back in November to enroll but was not eligible to enroll at that time. And he was instructed at that time to call back during open enrollment, which, let's see here, open enrollment just ended on the 31st. So unfortunately-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... he's no longer eligible again to enroll.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: So when, when is the next, when is the next open enrollment?

Speaker speaker_0: It's not gonna be until probably middle of December this year. That's when it was held last year.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Anything-