

Transcript: Chris Sofield (deactivated)-4821995790221312-5039111738966016

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. I'm calling because I had insurance through you when I was a temp, and now I'm hired on. Um, but I wasn't able to put my wife on my new job's insurance, so she's having to go through her work. But they need a letter saying that she's not insured anymore. And I was trying to figure this out at the beginning of November, but they said that the policy wouldn't time out until December 1st, and so I could call back after December 1st and then I would be able to get that document. Okay. Let me... Okay, let me pull your f- your file up. What temp agency was this through? Uh, it was through MAU. And last four of your Social? 9137. And your first and last name? Cameron Thompson. Okay. Thank you. Mr. Thompson, could you verify your address and your date of birth for me? Uh, 322 Taylor Road, Greer, 29651. And birthdate is 11/18/1990. Thank you. Phone on file 864-404-6988? That's correct. Sure? Yeah. Okay. And then phone on fi- or sorry email on file cameront18@gmail.com? Yep. Okay. Uh, I'll send a request over to the team that handles those documents, and we will, um, and we'll get that out to you. You should be receiving an email, uh, before end of business today. Okay. Awesome. Thank you. No problem. Anything else? No, that's it. Have a good one. All... You as well. Thanks for calling. Have a good day. Bye. Yep. 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. I'm calling because I had insurance through you when I was a temp, and now I'm hired on. Um, but I wasn't able to put my wife on my new job's insurance, so she's having to go through her work. But they need a letter saying that she's not insured anymore. And I was trying to figure this out at the beginning of November, but they said that the policy wouldn't time out until December 1st, and so I could call back after December 1st and then I would be able to get that document.

Speaker speaker_1: Okay. Let me... Okay, let me pull your f- your file up. What temp agency was this through?

Speaker speaker_2: Uh, it was through MAU.

Speaker speaker_1: And last four of your Social?

Speaker speaker_2: 9137.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Cameron Thompson.

Speaker speaker_1: Okay. Thank you. Mr. Thompson, could you verify your address and your date of birth for me?

Speaker speaker_2: Uh, 322 Taylor Road, Greer, 29651. And birthdate is 11/18/1990.

Speaker speaker_1: Thank you. Phone on file 864-404-6988?

Speaker speaker_2: That's correct.

Speaker speaker_1: Sure?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then phone on fi- or sorry email on file cameront18@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Uh, I'll send a request over to the team that handles those documents, and we will, um, and we'll get that out to you. You should be receiving an email, uh, before end of business today.

Speaker speaker_2: Okay. Awesome. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it. Have a good one.

Speaker speaker_1: All... You as well. Thanks for calling. Have a good day. Bye.

Speaker speaker_2: Yep. Bye.