

Transcript: Chris Sofield (deactivated)-4865093023776768-6668487078133760

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? Um, I was just calling to see if my benefits was canceled through the agency that I work for. It's called BGSF. Okay. What's the last four of your social to locate your file? 3190. And your first and last name? Galante Johnson. All right, Mr. Johnson. Could you verify your address and your date of birth for me? 1584 80th Ave, Oakland, 94621, 42194. And what state is that address in, sir? California. Thank you. We have a phone on file. Uh, it looks like 724-2302. Is that correct? Yeah. All right, one moment. Uh, yes, sir. I am showing that your coverage is currently active. Okay. Um... All right. I got to talk to my... 'Cause it says it's still court-ordered the, um, to, to cancel it. We have not received any sort of termination documents to cancel the, uh, to cancel the insurance. All right. Okay. Thank you. You're welcome. Thank you for calling and have a good day. All right.

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: Um, I was just calling to see if my benefits was canceled through the agency that I work for. It's called BGSF.

Speaker speaker_1: Okay. What's the last four of your social to locate your file?

Speaker speaker_2: 3190.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Galante Johnson.

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

Speaker speaker_2: 1584 80th Ave, Oakland, 94621, 42194.

Speaker speaker_1: And what state is that address in, sir?

Speaker speaker_2: California.

Speaker speaker_1: Thank you. We have a phone on file. Uh, it looks like 724-2302. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, one moment. Uh, yes, sir. I am showing that your coverage is currently active.

Speaker speaker_2: Okay. Um... All right. I got to talk to my... 'Cause it says it's still court-ordered the, um, to, to cancel it.

Speaker speaker_1: We have not received any sort of termination documents to cancel the, uh, to cancel the insurance.

Speaker speaker_2: All right. Okay. Thank you.

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

Speaker speaker_2: All right.