

Transcript: Chris Sofield

(deactivated)-4876894265098240-5357696929185792

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, uh, good morning, sir. I'm calling for my brother. Uh, he received a text message telling him to call this number to enroll for his benefits from Adept HR. And, uh, since he, he doesn't really speak English for now, so he want me to call to, uh, to figure it out for him. Okay. Um, is he available at all to have you explain? Yeah, yeah, he's there. He, he's there. He, he's there with me. He's there with me. Okay. Because any sort of enrollment can only be done by him, really. Um, now like you can translate for him or, or whatever- Okay. ... if you need to do that, but he does need to be available. Um, if he's- Okay. ... there, yeah, we can... he should be able to help out. Um- . Okay, sir. Imma let him talk right now. Allo. Allo. Hi. Uh, so sir, um, you said that you work with Adept HR? Oui. Yes. Okay. Um, so y- and, uh, just you said you received a text message advising you to give us a call to enroll. Uh, this is for the health insurance benefits. Is that what you're looking to enroll into? Oui. Yes. He say yes, sir. Okay. All right. What's the last four of your Social, sir? 5-9-5- 5-9-5-0. Okay. And first and last name? Romain Regis. Romain Regis, sir. Okay. Can you verify your address and your date of birth for me please? Okay. 227, sir. Mm-hmm. Serpentine Trail. But, um, um, can I... By the way, can I just change the address? Because he used to live with me when he apply with, um, Adept HR, but now he got his own apartment, like, a week ago, so- Oh. The address I'm giving you- Yeah, we can do that. ... right now is my address. Can I just change- Yeah. We- ... to his address? Yeah. We can do that as soon as you can verify the address that's currently on file. Okay. So the address on file that's our address. It's 227 Serpentine Trail, Hinesville, Georgia 31313. Um, but, um- Okay. ... his a- his apartment is, um... Can... Yes, sir. I'm listening. Okay. No, I was just saying go, uh, go ahead with the new address. Yeah. It's, um, 727 South Main Street. Mm-hmm. Apartment 123. 123, in Hinesville, Georgia 31313. Okay. Thank you. And then, uh, his date of birth? Um, I've got me something. March 26th, 1979... '75, my bad. Okay. Thank you. And then we have a phone on file of -809-1112. Is that correct? Yeah, that is it. That is phone number. But you can put my number, too, as a second- secondary number. My number is- Okay. And- ... 202-202? Yeah. 680- Mm-hmm. ... 9242. Okay. Thank you. All right. Uh, so it looks like we show that there's already an enrollment on file. It looks like he filled out an enrollment form. Um- Okay. ... uh, let's see here when exactly this form was filled out. Uh, looks like some time last month. Um, yeah. Uh, he, he req- uh, he enrolled into, it looks like, uh, the Stay Healthy medical plan, uh, dental, life, and behavioral health at the employee and family, uh, coverage. So it- Yeah. ... looks like, uh, looks like, um, he's already, uh, he's already set up to be enrolled. Only thing- Okay. ... at this point we're waiting on is for, uh, the deductions to begin. Once that happens, uh, policy should become effective the following Monday, with ID card- Okay. ... arriving about a week or two later. Okay. Cool. Thank you, sir. No problem. All right.

Anything else? No. That was it. All right. Thanks again for calling and have a wonderful day. Uh, you too, sir. Thanks so much. All right. Bye-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: Yes, uh, good morning, sir. I'm calling for my brother. Uh, he received a text message telling him to call this number to enroll for his benefits from Adept HR. And, uh, since he, he doesn't really speak English for now, so he want me to call to, uh, to figure it out for him.

Speaker speaker_1: Okay. Um, is he available at all to have you explain?

Speaker speaker_2: Yeah, yeah, he's there. He, he's there. He, he's there with me. He's there with me.

Speaker speaker_1: Okay. Because any sort of enrollment can only be done by him, really. Um, now like you can t- translate for him or, or whatever-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you need to do that, but he does need to be available. Um, if he's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... there, yeah, we can... he should be able to help out. Um-

Speaker speaker_3: . Okay, sir. Imma let him talk right now. Allo.

Speaker speaker_1: Allo. Hi. Uh, so sir, um, you said that you work with Adept HR?

Speaker speaker_3: Oui. Yes.

Speaker speaker_1: Okay. Um, so y- and, uh, just you said you received a text message advising you to give us a call to enroll. Uh, this is for the health insurance benefits. Is that what you're looking to enroll into?

Speaker speaker_3: Oui. Yes.

Speaker speaker_2: He say yes, sir.

Speaker speaker_1: Okay. All right. What's the last four of your Social, sir?

Speaker speaker_3: 5-9-5- 5-9-5-0.

Speaker speaker_1: Okay. And first and last name?

Speaker speaker_3: Romain Regis.

Speaker speaker_2: Romain Regis, sir.

Speaker speaker_1: Okay. Can you verify your address and your date of birth for me please?

Speaker speaker_3: Okay. 227, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Serpentine Trail. But, um, um, can I... By the way, can I just change the address? Because he used to live with me when he apply with, um, Adept HR, but now he got his own apartment, like, a week ago, so-

Speaker speaker_1: Oh.

Speaker speaker_3: The address I'm giving you-

Speaker speaker_1: Yeah, we can do that.

Speaker speaker_3: ... right now is my address. Can I just change-

Speaker speaker_1: Yeah. We-

Speaker speaker_3: ... to his address?

Speaker speaker_1: Yeah. We can do that as soon as you can verify the address that's currently on file.

Speaker speaker_3: Okay. So the address on file that's our address. It's 227 Serpentine Trail, Hinesville, Georgia 31313. Um, but, um-

Speaker speaker_1: Okay.

Speaker speaker_3: ... his a- his apartment is, um...

Speaker speaker_1: Can...

Speaker speaker_2: Yes, sir. I'm listening.

Speaker speaker_1: Okay. No, I was just saying go, uh, go ahead with the new address.

Speaker speaker_2: Yeah. It's, um, 727 South Main Street.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Apartment 123. 123, in Hinesville, Georgia 31313.

Speaker speaker_1: Okay. Thank you. And then, uh, his date of birth?

Speaker speaker_2: Um, I've got me something.

Speaker speaker_3: March 26th, 1979... '75, my bad.

Speaker speaker_1: Okay. Thank you. And then we have a phone on file of -809-1112. Is that correct?

Speaker speaker_3: Yeah, that is it. That is phone number. But you can put my number, too, as a second- secondary number. My number is-

Speaker speaker_1: Okay. And-

Speaker speaker_3: ... 202-

Speaker speaker_1: 202?

Speaker speaker_3: Yeah. 680-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... 9242.

Speaker speaker_1: Okay. Thank you. All right. Uh, so it looks like we show that there's already an enrollment on file. It looks like he filled out an enrollment form. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, let's see here when exactly this form was filled out. Uh, looks like some time last month. Um, yeah. Uh, he, he req- uh, he enrolled into, it looks like, uh, the Stay Healthy medical plan, uh, dental, life, and behavioral health at the employee and family, uh, coverage. So it-

Speaker speaker_3: Yeah.

Speaker speaker_1: ... looks like, uh, looks like, um, he's already, uh, he's already set up to be enrolled. Only thing-

Speaker speaker_3: Okay.

Speaker speaker_1: ... at this point we're waiting on is for, uh, the deductions to begin. Once that happens, uh, policy should become effective the following Monday, with ID card-

Speaker speaker_3: Okay.

Speaker speaker_1: ... arriving about a week or two later.

Speaker speaker_3: Okay. Cool. Thank you, sir. No problem.

Speaker speaker_1: All right. Anything else?

Speaker speaker_3: No. That was it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_3: Uh, you too, sir. Thanks so much.

Speaker speaker_1: All right. Bye-bye.