

## **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 and a Card, this is Chris. How can I help you today? Hi. Uh, I signed up for, uh, Partners Care, and I wanted to see, uh, what day it starts. Okay. So, I can check to see if you're enrolled into any of the plans through us, but if it's specifically Partners Care, um, that may be something you need to speak about with Partners' personnel. But let me, let me check. Okay. What, uh, what's the last four of your Social? Uh, four, one, seven, one. And your first and last name? Uh, Keith, and then the last name's Kelty. K-E-L-T-Y. Okay, thank you. Mr. Kelty, could you verify your address and date of birth for me please? Three, five, nine, four, zero, Sage Lane, and then April 25th, 1994. Okay. Uh, that is not the address that we have on file and I need the full address, including the city, state and ZIP code, sir. Okay. Um. Let's see. So if that's not the right address, it might be three, seven, two, seven, three Mistletoe Road, Squaw Valley, California, nine, three, six, seven, five. Uh, yes. That's the address that we have on file. Does that need to be updated? Uh, yes. Okay. What's your current address, sir, including city, state and ZIP code? Three, five, nine, four, zero, Sage, S-A-G-E, Lane, Squaw Valley, California, nine, three, six, seven, five. Thank you. And we have a phone number on file at 753-1756. Is that correct? Uh, yes. Okay. All right. So I do show that you are enrolled, it looks like, to the VIP Standard Dental and Vision Policies. Enrollment is not slated to go into effect until January 6th at the earliest. So, uh, you should see the deduction happen about a week or two before then. But once that deduction happens, it should go into effect January 6th. Oh, okay. Cool. I, uh, I saw there's, there's a little bit of money taken out. That's probably the deduction for the, the, uh, service. Yeah, mo- most likely, as it was that 23.44 for your, for your policies. That sounds about right. All right. Anything else? We're ready. Uh, no, that'll be it. All right. Thanks again for calling and have a wonderful day. You too. Thank you. Y- you're welcome. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi. Uh, I signed up for, uh, Partners Care, and I wanted to see, uh, what day it starts.

Speaker speaker\_1: Okay. So, I can check to see if you're enrolled into any of the plans through us, but if it's specifically Partners Care, um, that may be something you need to speak about with Partners' personnel. But let me, let me check.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What, uh, what's the last four of your Social?

Speaker speaker\_2: Uh, four, one, seven, one.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, Keith, and then the last name's Kelty. K-E-L-T-Y.

Speaker speaker\_1: Okay, thank you. Mr. Kelty, could you verify your address and date of birth for me please?

Speaker speaker\_2: Three, five, nine, four, zero, Sage Lane, and then April 25th, 1994.

Speaker speaker\_1: Okay. Uh, that is not the address that we have on file and I need the full address, including the city, state and ZIP code, sir.

Speaker speaker\_2: Okay. Um. Let's see. So if that's not the right address, it might be three, seven, two, seven, three Mistletoe Road, Squaw Valley, California, nine, three, six, seven, five.

Speaker speaker\_1: Uh, yes. That's the address that we have on file. Does that need to be updated?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. What's your current address, sir, including city, state and ZIP code?

Speaker speaker\_2: Three, five, nine, four, zero, Sage, S-A-G-E, Lane, Squaw Valley, California, nine, three, six, seven, five.

Speaker speaker\_1: Thank you. And we have a phone number on file at 753-1756. Is that correct?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. All right. So I do show that you are enrolled, it looks like, to the VIP Standard Dental and Vision Policies. Enrollment is not slated to go into effect until January 6th at the earliest. So, uh, you should see the deduction happen about a week or two before then. But once that deduction happens, it should go into effect January 6th.

Speaker speaker\_2: Oh, okay. Cool. I, uh, I saw there's, there's a little bit of money taken out. That's probably the deduction for the, the, uh, service.

Speaker speaker\_1: Yeah, mo- most likely, as it was that 23.44 for your, for your policies.

Speaker speaker\_2: That sounds about right.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: We're ready. Uh, no, that'll be it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Y- you're welcome. Bye now.