

Transcript: Chris Sofield (deactivated)-5145474376876032-5796774961692672

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? Yes, Chris. My name is Benjamin Robinson and I work with Adept HR. They gave me this number to reinstate my benefits. Okay. Uh, what's the last four of your social, Mr. Robinson? 6582. Okay. All right. Can you verify your address and your date of birth for me please? My address, I realize has changed. I, I got a new place but it's, uh, 1134 Kelly Drive, Lot 59, Hinesville, Georgia 31313, 12-18-61. Okay. Yeah. We have a different address on file, one in Midway. Yes. That's where I was staying. That was... When I moved down here, I, that's where I stayed. I got a place of my own now. Okay. Can you verify the old address before we can update it? Yes. 255 Palooza, uh, I guess that's how you say it, Road, Midway, Georgia 3023... Uh, I can't get the zip right. 330320 something, something like that. Okay. All right. So you said your new address is 1134 Kelly Drive, Lot 59 in Hinesville, 31313? Yes. Okay. All right. I'll update that. And then, let's see. We have a phone on file for you at 678-641-0417. Is that correct? Yes, sir. All right. We'll go ahead and set that rein- uh, reinstatement back up for you. Um, reinstatement's gonna take about one to two weeks to process. Um, once that processes, you should start seeing the deductions of fif- of \$19.57 coming out of your checks again. The Monday following that first deduction is when the policy will have reinstated. Thank you very much, Chris. No problem. Anything else? No. That'll be it, sir. All right. Thanks again for calling and have a wonderful day. You too, sir. All right. Mm-hmm. Bye now. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, Chris. My name is Benjamin Robinson and I work with Adept HR. They gave me this number to reinstate my benefits.

Speaker speaker_1: Okay. Uh, what's the last four of your social, Mr. Robinson?

Speaker speaker_2: 6582.

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

Speaker speaker_2: My address, I realize has changed. I, I got a new place but it's, uh, 1134 Kelly Drive, Lot 59, Hinesville, Georgia 31313, 12-18-61.

Speaker speaker_1: Okay. Yeah. We have a different address on file, one in Midway.

Speaker speaker_2: Yes. That's where I was staying. That was... When I moved down here, I, that's where I stayed. I got a place of my own now.

Speaker speaker_1: Okay. Can you verify the old address before we can update it?

Speaker speaker_2: Yes. 255 Palooza, uh, I guess that's how you say it, Road, Midway, Georgia 3023... Uh, I can't get the zip right. 330320 something, something like that.

Speaker speaker_1: Okay. All right. So you said your new address is 1134 Kelly Drive, Lot 59 in Hinesville, 31313?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. I'll update that. And then, let's see. We have a phone on file for you at 678-641-0417. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. We'll go ahead and set that rein- uh, reinstatement back up for you. Um, reinstatement's gonna take about one to two weeks to process. Um, once that processes, you should start seeing the deductions of fif- of \$19.57 coming out of your checks again. The Monday following that first deduction is when the policy will have reinstated.

Speaker speaker_2: Thank you very much, Chris.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No. That'll be it, sir.

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

Speaker speaker_2: You too, sir.

Speaker speaker_1: All right. Mm-hmm. Bye now.

Speaker speaker_2: Bye.