

## **Transcript: Chris Sofield**

**(deactivated)-5257935599386624-5212480920305664**

### **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, sir. I'm calling to see if my daughter's coverage is still active. Okay. Um... is, is, uh, she a dependent on your policy, or is this her own policy? It... She's a dependent. Okay. Um, so if your coverage is active, then her coverage should still be active, although I can double-check though. Well, uh, uh... Okay. I would, I would really appreciate it. It's... It's her dad's coverage, and, um, I'm trying to see because we have an issue with it, so I'm just trying to... trying to take her to the doctor and I don't know if she's got active coverage or not. Okay. Do you know what, uh, staffing company he works for? It was MAU. And the last four of his social? Um... Let's see. Hold on one second. Give me one second, I have it written down. It is 8487. And what's his first and last name? Austin Lewis. One moment. Okay. And... Are you able to verify his address? Did you get that? Uh, no. It, the, nothing came through. Oh, I'm sorr- I'm sorry. It was 1951 Neptune Drive, Augusta, Georgia 30906. Thank you. And then his date of birth? It is September 1st, 1990. Okay. And you're trying to see- ... if your daughter's coverage is still active. We- uh, what's- Yeah. ... the daughter's name? Delaney Lewis. Delaney. Date of birth is March 6th, 2018. Yeah. Okay, thank you. Um... It... Let's see here. It does not look like coverage is currently active. Um... Okay. Looks like, uh... Looks like... It, that, that's probably... It looks like it's because of a gap in employment. Um- Yeah. I think, yeah. So I know, I know he... I know he doesn't work there anymore, but he was saying something about it was supposed to be active until the end of the month or something. So I'm just trying to check before I take her to the doctor, and I need to know what I'm paying for. Yeah, no. I'll make sure- It, it... Yeah, it doesn't look like it's active at this time. Okay, perfect. Thank you so much for checking on that for me. You're welcome. Thanks again for calling and have a wonderful day. Bye. Thank you. Bye-bye. 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: Yes, sir. I'm calling to see if my daughter's coverage is still active.

Speaker speaker\_1: Okay. Um... is, is, uh, she a dependent on your policy, or is this her own policy?

Speaker speaker\_2: It... She's a dependent.

Speaker speaker\_1: Okay. Um, so if your coverage is active, then her coverage should still be active, although I can double-check though.

Speaker speaker\_2: Well, uh, uh... Okay. I would, I would really appreciate it. It's... It's her dad's coverage, and, um, I'm trying to see because we have an issue with it, so I'm just trying to... trying to take her to the doctor and I don't know if she's got active coverage or not.

Speaker speaker\_1: Okay. Do you know what, uh, staffing company he works for?

Speaker speaker\_2: It was MAU.

Speaker speaker\_1: And the last four of his social?

Speaker speaker\_2: Um... Let's see. Hold on one second.

Speaker speaker\_3: Give me one second, I have it written down.

Speaker speaker\_2: It is 8487.

Speaker speaker\_1: And what's his first and last name?

Speaker speaker\_2: Austin Lewis.

Speaker speaker\_1: One moment. Okay. And... Are you able to verify his address?

Speaker speaker\_2: Did you get that?

Speaker speaker\_1: Uh, no. It, the, nothing came through.

Speaker speaker\_2: Oh, I'm sorr- I'm sorry. It was 1951 Neptune Drive, Augusta, Georgia 30906.

Speaker speaker\_1: Thank you. And then his date of birth?

Speaker speaker\_2: It is September 1st, 1990.

Speaker speaker\_1: Okay. And you're trying to see- ... if your daughter's coverage is still active. We- uh, what's-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... the daughter's name?

Speaker speaker\_2: Delaney Lewis.

Speaker speaker\_1: Delaney.

Speaker speaker\_2: Date of birth is March 6th, 2018. Yeah.

Speaker speaker\_1: Okay, thank you. Um... It... Let's see here. It does not look like coverage is currently active. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: Looks like, uh... Looks like... It, that, that's probably... It looks like it's because of a gap in employment. Um-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I think, yeah.

Speaker speaker\_2: So I know, I know he... I know he doesn't work there anymore, but he was saying something about it was supposed to be active until the end of the month or something. So I'm just trying to check before I take her to the doctor, and I need to know what I'm paying for.

Speaker speaker\_1: Yeah, no.

Speaker speaker\_2: I'll make sure-

Speaker speaker\_1: It, it... Yeah, it doesn't look like it's active at this time.

Speaker speaker\_2: Okay, perfect. Thank you so much for checking on that for me.

Speaker speaker\_1: You're welcome. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Bye. Thank you. Bye-bye.

Speaker speaker\_1: You're welcome. Bye now.