

Transcript: Chris Sofield (deactivated)-5269891700539392-5071148363595776

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? Excuse me? Hello. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Um, yeah, I was just calling to, uh, find out information about, um, the kind of benefits I have. Okay, what staffing company do you work with? With Terra Staffing. And the last four of your Social? Is that the only way you have to verify my name, or...? I'm sorry? Is that the only way you're gonna have to verify me? Like, is that the only way? Yeah. Uh, uh, yeah, I'd ask for the last four of your Social. All right. Well, actually, if I know no, no, no, nothing else, 'cause I'm really like, I don't know, I'm really skeptical nowadays, you know? I... We're required to get information to be able to pull up your file, and that requires us getting the last four of your Social. Okay. The last four are f- is 443. Thank you. Your first and last name? Mm-hmm. Villalazano. Thank you. Mr. Villalazano, for security purposes, please verify your address and your date of birth as well. Uh, my address is 33 East Van Buren, Avondale. And the state and ZIP code, sir? Arizona, 85323. Thank you, and then your date of birth as well? Uh, my birth date is 3/23/87. Thank you. And you said you were looking to see what c- what coverage you currently have? Yeah, yeah. Uh, none. You're not enrolled into anything. Oh, okay. I just wanted to know because I, I thought I might have some, you know, health insurance. No, you're not, you're not enrolled. If, if it's something I should have looked... Okay. I should have done that like, like, within the 30 days if I did it, huh? Uh, it would have been the first 30 days after your first paycheck as your regular op- as your, uh, new hire window. Um- Yeah. Let's see here. And their open enrollment just ended last week. Okay. All right. Oh, I guess I was just, I was wondering, uh, you know, maybe I had, like, health insurance from you guys, but... Yeah, that's it. Anything else? I just wanted to know if, like... No, I just wanted to get that information. I appreciate you taking my call, all right? You're welcome. Thanks for calling and have a good day. Thank you.

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: Excuse me?

Speaker speaker_1: Hello. Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, yeah, I was just calling to, uh, find out information about, um, the kind of benefits I have.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: With Terra Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Is that the only way you have to verify my name, or...?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Is that the only way you're gonna have to verify me? Like, is that the only way?

Speaker speaker_1: Yeah. Uh, uh, yeah, I'd ask for the last four of your Social.

Speaker speaker_2: All right. Well, actually, if I know no, no, no, nothing else, 'cause I'm really like, I don't know, I'm really skeptical nowadays, you know?

Speaker speaker_1: I... We're required to get information to be able to pull up your file, and that requires us getting the last four of your Social.

Speaker speaker_2: Okay. The last four are f- is 443.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Mm-hmm. Villalazano.

Speaker speaker_1: Thank you. Mr. Villalazano, for security purposes, please verify your address and your date of birth as well.

Speaker speaker_2: Uh, my address is 33 East Van Buren, Avondale.

Speaker speaker_1: And the state and ZIP code, sir?

Speaker speaker_2: Arizona, 85323.

Speaker speaker_1: Thank you, and then your date of birth as well?

Speaker speaker_2: Uh, my birth date is 3/23/87.

Speaker speaker_1: Thank you. And you said you were looking to see what c- what coverage you currently have?

Speaker speaker_2: Yeah, yeah.

Speaker speaker_1: Uh, none. You're not enrolled into anything.

Speaker speaker_2: Oh, okay. I just wanted to know because I, I thought I might have some, you know, health insurance.

Speaker speaker_1: No, you're not, you're not enrolled.

Speaker speaker_2: If, if it's something I should have looked... Okay. I should have done that like, like, within the 30 days if I did it, huh?

Speaker speaker_1: Uh, it would have been the first 30 days after your first paycheck as your regular op- as your, uh, new hire window. Um-

Speaker speaker_2: Yeah.

Speaker speaker_1: Let's see here. And their open enrollment just ended last week.

Speaker speaker_2: Okay. All right. Oh, I guess I was just, I was wondering, uh, you know, maybe I had, like, health insurance from you guys, but... Yeah, that's it.

Speaker speaker_1: Anything else?

Speaker speaker_2: I just wanted to know if, like... No, I just wanted to get that information. I appreciate you taking my call, all right?

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

Speaker speaker_2: Thank you.