

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, good morning, Chris. Um, yeah, about two weeks ago, I applied for medical coverage, and I haven't heard or got anything in the mail from, um, from you guys. Okay. Um, so any ID cards would be coming from the insurance carriers themselves, which would be probably either American Public Life or 90 Degree Benefits. However, I can go ahead and check to see where, where in the process we are for everything. Uh, what staffing company do you work with? Uh, Partner Personal. And the last four of your Social? Uh, 7511. All right. And then your first and last name? Uh, Patrick. Uh, Gildon. G-I-L-D-O-N. Thank you. Mr. Gildon, could you verify your address and your date of birth for me? Sure. 30929 Silver, S-I-L-V-E-R, Ho- Palm, Homeland Drive, California, 92548. And my birthday's, uh, 07/23/1967. Thank you. We have a phone number on file of 213-352-9255. Is that correct? Yes, sir. All right. So looking at it, it looks like that, um, the deduction information was received, I believe, today. Let me double-check that. Okay. Yeah. So it was received today, and your policy is effective the Monday following us receiving it. Um, so your policy's not going to be a- Your policy doesn't technically exist until next Monday on the 24th. Um, I... That is a guaranteed effective date. But that does mean ID cards will, will arrive in about two to three weeks, as it takes one to two weeks after effective date for those to arrive. Oh, okay. Okay. All right. Anything else? No. Okay. Thank you for your time. I guess I should be a little bit more patient, then, I guess. No, it's perfectly fine, sir. But yeah, just the... You sh- you should be getting that ID card in about two to three weeks. If you haven't gotten it by the end of three weeks, give us another call back and we'll check to see what's going on. All righty. All righty. Thank you. You have a good weekend, Chris. You're welcome. Y- you as well. Thanks for calling. Bye. Mm-hmm. Bye, now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hey, good morning, Chris. Um, yeah, about two weeks ago, I applied for medical coverage, and I haven't heard or got anything in the mail from, um, from you guys.

Speaker speaker\_0: Okay. Um, so any ID cards would be coming from the insurance carriers themselves, which would be probably either American Public Life or 90 Degree Benefits. However, I can go ahead and check to see where, where in the process we are for everything. Uh, what staffing company do you work with?

Speaker speaker\_1: Uh, Partner Personal.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Uh, 7511.

Speaker speaker\_0: All right. And then your first and last name?

Speaker speaker\_1: Uh, Patrick. Uh, Gildon. G-I-L-D-O-N.

Speaker speaker\_0: Thank you. Mr. Gildon, could you verify your address and your date of birth for me?

Speaker speaker\_1: Sure. 30929 Silver, S-I-L-V-E-R, Ho- Palm, Homeland Drive, California, 92548. And my birthday's, uh, 07/23/1967.

Speaker speaker\_0: Thank you. We have a phone number on file of 213-352-9255. Is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. So looking at it, it looks like that, um, the deduction information was received, I believe, today. Let me double-check that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah. So it was received today, and your policy is effective the Monday following us receiving it. Um, so your policy's not going to be a- Your policy doesn't technically exist until next Monday on the 24th. Um, I... That is a guaranteed effective date. But that does mean ID cards will, will arrive in about two to three weeks, as it takes one to two weeks after effective date for those to arrive.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_0: All right. Anything else?

Speaker speaker\_1: No. Okay. Thank you for your time. I guess I should be a little bit more patient, then, I guess.

Speaker speaker\_0: No, it's perfectly fine, sir. But yeah, just the... You sh- you should be getting that ID card in about two to three weeks. If you haven't gotten it by the end of three weeks, give us another call back and we'll check to see what's going on.

Speaker speaker\_1: All righty. All righty. Thank you. You have a good weekend, Chris.

Speaker speaker\_0: You're welcome. Y- you as well. Thanks for calling.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Mm-hmm. Bye, now.