

Transcript: Chris Sofield

(deactivated)-5472096797114368-6459880957591552

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yeah, good evening, Chris. How are you doing, man? I'm doing all right, and yourself? All right. Hey, uh, I'm just calling to just find out how the, the benefits, like, work, 'cause I noticed on my, uh, uh, last paystub that, you know, they, they deducted for the benefits, but I hadn't received the card or anything. Okay. You said y- you saw it off of your paycheck last week? Uh, yes, yes, exactly. Was that the- And- Was that the first time you saw that deduction happen? No. That was the second deduction, 'cause it, it came out, uh, on the seventh of this month and then the... I think the 27th of January. So it's been, you know, twice since the deductions came out. Okay. What staffing company do you work with? Uh, Surge. Okay. Last four of your Social to locate your file? Uh, 1918. All right. And your first and last name? Frederick Branford. Thank you. Can you verify your address and your date of birth for me, Mr. Branford? 09/30/75, date of birth, and address is 304 Maryland Drive, Jasper, Tennessee 37347. Thank you. Phone on file we show is 413-4921. Is that correct? Yeah, correct. Okay. Let's see here. It looks like the only deduction that was reported to us was the one from last week. Um- On the seventh? Meaning, i- yes. Meaning that the policy- Gotcha. Sorry, go ahead. Oh, sorry about that. Yeah, I, I'm s- I must have mislooked at it wrong. Okay. But I did notice on the seventh of the pay period that, that it... that the deduction came out. Right. That means that the policy only became effective two days ago, on the 10th, because policies are effective the Monday following the deduction, and- Okay. ID cards typically take a week or two after the effective date to arrive so it just simply hasn't been enough time for the ID card to arrive yet. However, I should be able to pull up a copy of the ID card and email it directly on over to you. Let me see if I can get that pulled up here. Okay. Give me just a moment. Yes... Okay. I got one more, one more thing before I forget. Uh, yes, uh, 'cause the reason why I'm, I'm, you know, I'm asking this stuff 'cause I've got a dentist appointment tomorrow so I've got the medical, dental, and vision on the, uh, Medical VIP Classic. Right. So yeah, it'd be three separate ID cards, one for medical, one for dental, one for vision. Um, I can... uh, you said you have a dental appointment tomorrow? Yes, I do. Yes. Okay. What I can do for you then, I... Yeah, I can pull up a copy of your dental card and email that directly on over to you. We have that email on file. It's fredpupp038@gmail.com. Yes, correct. Could you- All right. Could you do, do all three of those, the medical, vision, and dental? Yeah, we can do that. Um, yeah, we'll go ahead and send that on out to you. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. May have gotten, uh, filtered there. You should be getting this email in just a couple of minutes here, okay? Okay, hang on. I'm, I'm checking right now. Uh, I haven't, I haven't sent it yet. I'm working on- Oh, okay. ... getting everything set up to, for it to send out. Bear with me just a moment. All right, that email has been sent. Um, you should be receiving that, like I said, in just a couple of minutes here. If it's

not in your inbox, just check your spam folder. Okay. ***** through here. Okay, in- okay, info ID card. Okay. That would be it. Okay. So what I do, just click on, click on one of the links and it, it automatically will pull it up? Yeah. So, each PDF file is a, is your ID cards. Uh, one- Mm-hmm. ... for your medical, one for your dental, one for your vision. Okay. All right. And, uh, uh, t- uh, what, what, um, what, uh, den- what, um, healthcare coverage do you, uh, that y'all use for health, for healthcare? Like, what terms- The insurance c- The insurance company for the medical is American Public Life. Okay. And MetLife is what? Vision or dental? MetLife is vision. Vision, okay. And what is dental? Which one is dental? That, that is also American Public Life. Okay, okay. American Public Life. Okay. That way, you know, they, they ask, you know what I mean, well, I said, you know, Fred that's *****. Okay, American Public Life. Okay, I got you. All right. Um- Was there anything else I could help you with? Uh, no, my man. Seems like you summed everything up, man, and I appreciate that. N- No problem. If that's everything, thanks again for calling and you have a wonderful day. Same to yourself. All right, 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: Uh, yeah, good evening, Chris. How are you doing, man?

Speaker speaker_0: I'm doing all right, and yourself?

Speaker speaker_1: All right. Hey, uh, I'm just calling to just find out how the, the benefits, like, work, 'cause I noticed on my, uh, uh, last paystub that, you know, they, they deducted for the benefits, but I hadn't received the card or anything.

Speaker speaker_0: Okay. You said y- you saw it off of your paycheck last week?

Speaker speaker_1: Uh, yes, yes, exactly.

Speaker speaker_0: Was that the-

Speaker speaker_1: And-

Speaker speaker_0: Was that the first time you saw that deduction happen?

Speaker speaker_1: No. That was the second deduction, 'cause it, it came out, uh, on the seventh of this month and then the... I think the 27th of January. So it's been, you know, twice since the deductions came out.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Okay. Last four of your Social to locate your file?

Speaker speaker_1: Uh, 1918.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Frederick Branford.

Speaker speaker_0: Thank you. Can you verify your address and your date of birth for me, Mr. Branford?

Speaker speaker_1: 09/30/75, date of birth, and address is 304 Maryland Drive, Jasper, Tennessee 37347.

Speaker speaker_0: Thank you. Phone on file we show is 413-4921. Is that correct?

Speaker speaker_1: Yeah, correct.

Speaker speaker_0: Okay. Let's see here. It looks like the only deduction that was reported to us was the one from last week. Um-

Speaker speaker_1: On the seventh?

Speaker speaker_0: Meaning, i- yes. Meaning that the policy-

Speaker speaker_1: Gotcha.

Speaker speaker_0: Sorry, go ahead.

Speaker speaker_1: Oh, sorry about that. Yeah, I, I'm s- I must have mislooked at it wrong. Okay. But I did notice on the seventh of the pay period that, that it... that the deduction came out.

Speaker speaker_0: Right. That means that the policy only became effective two days ago, on the 10th, because policies are effective the Monday following the deduction, and-

Speaker speaker_1: Okay.

Speaker speaker_0: ID cards typically take a week or two after the effective date to arrive so it just simply hasn't been enough time for the ID card to arrive yet. However, I should be able to pull up a copy of the ID card and email it directly on over to you. Let me see if I can get that pulled up here.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me just a moment.

Speaker speaker_1: Yes... Okay. I got one more, one more thing before I forget. Uh, yes, uh, 'cause the reason why I'm, I'm, you know, I'm asking this stuff 'cause I've got a dentist appointment tomorrow so I've got the medical, dental, and vision on the, uh, Medical VIP Classic.

Speaker speaker_0: Right. So yeah, it'd be three separate ID cards, one for medical, one for dental, one for vision. Um, I can... uh, you said you have a dental appointment tomorrow?

Speaker speaker_1: Yes, I do. Yes.

Speaker speaker_0: Okay. What I can do for you then, I... Yeah, I can pull up a copy of your dental card and email that directly on over to you. We have that email on file. It's fredpupp038@gmail.com.

Speaker speaker_1: Yes, correct. Could you-

Speaker speaker_0: All right.

Speaker speaker_1: Could you do, do all three of those, the medical, vision, and dental?

Speaker speaker_0: Yeah, we can do that. Um, yeah, we'll go ahead and send that on out to you. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. May have gotten, uh, filtered there. You should be getting this email in just a couple of minutes here, okay?

Speaker speaker_1: Okay, hang on. I'm, I'm checking right now.

Speaker speaker_0: Uh, I haven't, I haven't sent it yet. I'm working on-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... getting everything set up to, for it to send out. Bear with me just a moment. All right, that email has been sent. Um, you should be receiving that, like I said, in just a couple of minutes here. If it's not in your inbox, just check your spam folder.

Speaker speaker_1: Okay. ***** through here. Okay, in- okay, info ID card. Okay.

Speaker speaker_0: That would be it.

Speaker speaker_1: Okay. So what I do, just click on, click on one of the links and it, it automatically will pull it up?

Speaker speaker_0: Yeah. So, each PDF file is a, is your ID cards. Uh, one-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for your medical, one for your dental, one for your vision.

Speaker speaker_1: Okay. All right. And, uh, uh, t- uh, what, what, um, what, uh, den- what, um, healthcare coverage do you, uh, that y'all use for health, for healthcare? Like, what terms-

Speaker speaker_0: The insurance c- The insurance company for the medical is American Public Life.

Speaker speaker_1: Okay. And MetLife is what? Vision or dental?

Speaker speaker_0: MetLife is vision.

Speaker speaker_1: Vision, okay. And what is dental? Which one is dental?

Speaker speaker_0: That, that is also American Public Life.

Speaker speaker_1: Okay, okay. American Public Life. Okay. That way, you know, they, they ask, you know what I mean, well, I said, you know, Fred that's ***** . Okay, American Public

Life. Okay, I got you.

Speaker speaker_0: All right.

Speaker speaker_1: Um-

Speaker speaker_0: Was there anything else I could help you with?

Speaker speaker_1: Uh, no, my man. Seems like you summed everything up, man, and I appreciate that.

Speaker speaker_0: N- No problem. If that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_1: Same to yourself.

Speaker speaker_0: All right, bye now.