

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, hi, Chri- uh, Chris. This tries Calloway. Uh, I think I called back a week or two ago about my insurance, getting enrolled. I, I, I just want to see when, uh... Did you all say you had- you had to mail me my, uh, cards and the info? Yeah. ID cards would arrive about one to two weeks after your policy's effective date, which your policy doesn't go into effect- Okay. ... until the Monday after we receive the deduction information. Uh, but if you- All right. ... only called last week to s- to enroll, it does take one to two weeks for any enrollment to actually process. So if you only called last week- Yeah. ... it's mo- it's, it's, it's pretty likely that it's not gonna, it's not gonna be done processing yet. Yeah. Yeah, it, it might have been a couple weeks ago. I can't remember exactly. I, I just want to make sure, uh, everything's in okay. Okay. Uh- I know how annoying it is. ... what, what, what staffing company do you work with? Uh, Partners, uh, Personnel. Okay. And the last four of your Social? Eight three, eight three. All right. One moment. Mr. Calloway, could you verify your address and date of birth, please? Uh, th- uh, I think they got my new address. It's, uh, 330 Cedar Hill Drive, Southwest Apartment One. Did you say you need my birth date? Uh, well, I need the rest of the address as well, the city, state and zip. Oh. Oh, 3-, uh, 30701 Calhoun, Georgia. Thank you. And then, yeah, your date of birth? 12/10/67. Thank you. So then phone on file 706-528-7776. Yes. All right. Uh, no, your coverage is not effective yet. It's still in a pending status. Okay. All right. All right then. Well, I appreciate you guys- Anything else? Uh, no, that'll be it. All right. Well, that's everything. Thanks again for calling and have a wonderful day. Yes, sir. Thank you. Bye-bye. You're welcome. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, hi, Chri- uh, Chris. This tries Calloway. Uh, I think I called back a week or two ago about my insurance, getting enrolled. I, I, I just want to see when, uh... Did you all say you had- you had to mail me my, uh, cards and the info?

Speaker speaker_1: Yeah. ID cards would arrive about one to two weeks after your policy's effective date, which your policy doesn't go into effect-

Speaker speaker_2: Okay.

Speaker speaker_1: ... until the Monday after we receive the deduction information. Uh, but if you-

Speaker speaker_2: All right.

Speaker speaker_1: ... only called last week to s- to enroll, it does take one to two weeks for any enrollment to actually process. So if you only called last week-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... it's mo- it's, it's, it's pretty likely that it's not gonna, it's not gonna be done processing yet.

Speaker speaker_2: Yeah. Yeah, it, it might have been a couple weeks ago. I can't remember exactly. I, I just want to make sure, uh, everything's in okay.

Speaker speaker_1: Okay. Uh-

Speaker speaker_2: I know how annoying it is.

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

Speaker speaker_2: Uh, Partners, uh, Personnel.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: Eight three, eight three.

Speaker speaker_1: All right. One moment. Mr. Calloway, could you verify your address and date of birth, please?

Speaker speaker_2: Uh, th- uh, I think they got my new address. It's, uh, 330 Cedar Hill Drive, Southwest Apartment One. Did you say you need my birth date?

Speaker speaker_1: Uh, well, I need the rest of the address as well, the city, state and zip.

Speaker speaker_2: Oh. Oh, 3-, uh, 30701 Calhoun, Georgia.

Speaker speaker_1: Thank you. And then, yeah, your date of birth?

Speaker speaker_2: 12/10/67.

Speaker speaker_1: Thank you. So then phone on file 706-528-7776.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Uh, no, your coverage is not effective yet. It's still in a pending status.

Speaker speaker_2: Okay. All right. All right then. Well, I appreciate you guys-

Speaker speaker_1: Anything else?

Speaker speaker_2: Uh, no, that'll be it.

Speaker speaker_1: All right. Well, that's everything. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Yes, sir. Thank you. Bye-bye.

Speaker speaker_1: You're welcome. Bye.