

Transcript: Chris Sofield

(deactivated)-5647619787014144-5308094636310528

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? Hello, Chris. My name is Clayton Smalls and then I need my policy number. Okay. Uh, what, uh, what staffing company do you work with? MAU. Okay. And the last four of your social? 9940. Thank you. All right, just a moment. All right, Mr. Smalls, could you verify your address and your date of birth for me? Starting with address, 1092, apartment number 32 Berkeley Street, Forest Cove Apartments, Hanahan, South Carolina, 29410. Date of birth, 12/07/70. All right, thank you. Phone number on file we have is 843-860-4594. Is that correct? That's what I'm talking to you on now. All right, thank you. And then we also have an email on file of, looks like clayton.smalls.949@gmail.com. Is that correct? That's me. All right, one moment. All right. Let me see if I can pull up the copy of that ID card for you. I should be able to get that pulled up and email that directly on over to you. Uh, you mind holding on the line for me for just a moment? Not at all. Was I supposed to already have a card already? Uh, yeah. You were supposed to. However, I think I know why you may not have received it are, um, the address that we had on file was missing the apartment number, um- Oh, okay. ... along... Yeah, along with, uh, looks like 29410 in our system was reading as Charleston and not Hanahan. Okay. Okay. Sorry about that, man. No, you're fine. You're fine. Um, so yeah, we, we were missing a little bit of information is... in your address and some of it was... may have been put in incorrectly, but, so that might have been why you didn't receive the ID card to begin with. Uh, but I should be able to- Sure. Yes, I can go ahead and get that pulled up for you and I'll email that directly on over to you. Uh, that's going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, you should be getting this in just a couple of minutes here. Okay? Okay. And if I don't get it, can I just get it manually and write it down because I'm driving too, and I was going to the dentist. Yeah. One moment. I should be able to pull that up for you guys. But if it's too much trouble, don't worry about it, Chris. No, I'm, I'm not saying it's, it's trouble or anything like that. I'm just letting you know. I, I should be able to get that pulled up for you. Bear with me just a moment. All right. I've gone ahead and sent the, uh, I've gone ahead and sent the email copy. Mm-hmm. Um, but the, uh, the policy number itself, let me know when you're ready. I'm ready. That's going to be, uh, 255- 2-5-5- ... 5569. 5-5-6-9. Yep. And then, uh, they may need the group number for it, which that is 70056. Group number. One more time. 70- Uh, yeah, 70056. Okay. And then, um, the actual name of the insurance company is American Public Life. Okay. Okay. Thank you, Chris. No problem. Was there anything else I could help you with? No. Thank you, sir. I appreciate everything. You're very welcome. Thanks again for calling and you have a wonderful day. Okay. You as well. Thanks, Chris. You're welcome. Mm, 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hello, Chris. My name is Clayton Smalls and then I need my policy number.

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

Speaker speaker_2: MAU.

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

Speaker speaker_2: 9940.

Speaker speaker_1: Thank you. All right, just a moment. All right, Mr. Smalls, could you verify your address and your date of birth for me?

Speaker speaker_2: Starting with address, 1092, apartment number 32 Berkeley Street, Forest Cove Apartments, Hanahan, South Carolina, 29410. Date of birth, 12/07/70.

Speaker speaker_1: All right, thank you. Phone number on file we have is 843-860-4594. Is that correct?

Speaker speaker_2: That's what I'm talking to you on now.

Speaker speaker_1: All right, thank you. And then we also have an email on file of, looks like clayton.smalls.949@gmail.com. Is that correct?

Speaker speaker_2: That's me.

Speaker speaker_1: All right, one moment. All right. Let me see if I can pull up the copy of that ID card for you. I should be able to get that pulled up and email that directly on over to you. Uh, you mind holding on the line for me for just a moment?

Speaker speaker_2: Not at all. Was I supposed to already have a card already?

Speaker speaker_1: Uh, yeah. You were supposed to. However, I think I know why you may not have received it are, um, the address that we had on file was missing the apartment number, um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... along... Yeah, along with, uh, looks like 29410 in our system was reading as Charleston and not Hanahan.

Speaker speaker_2: Okay. Okay. Sorry about that, man.

Speaker speaker_1: No, you're fine. You're fine. Um, so yeah, we, we were missing a little bit of information is... in your address and some of it was... may have been put in incorrectly, but, so that might have been why you didn't receive the ID card to begin with. Uh, but I should be able to-

Speaker speaker_2: Sure.

Speaker speaker_1: Yes, I can go ahead and get that pulled up for you and I'll email that directly on over to you. Uh, that's going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, you should be getting this in just a couple of minutes here. Okay?

Speaker speaker_2: Okay. And if I don't get it, can I just get it manually and write it down because I'm driving too, and I was going to the dentist.

Speaker speaker_1: Yeah. One moment. I should be able to pull that up for you guys.

Speaker speaker_2: But if it's too much trouble, don't worry about it, Chris.

Speaker speaker_1: No, I'm, I'm not saying it's, it's trouble or anything like that. I'm just letting you know. I, I should be able to get that pulled up for you. Bear with me just a moment.

Speaker speaker_2: All right.

Speaker speaker_1: I've gone ahead and sent the, uh, I've gone ahead and sent the email copy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but the, uh, the policy number itself, let me know when you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: That's going to be, uh, 255-

Speaker speaker_2: 2-5-5-

Speaker speaker_1: ... 5569.

Speaker speaker_2: 5-5-6-9.

Speaker speaker_1: Yep. And then, uh, they may need the group number for it, which that is 70056.

Speaker speaker_2: Group number. One more time. 70-

Speaker speaker_1: Uh, yeah, 70056.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, um, the actual name of the insurance company is American Public Life.

Speaker speaker_2: Okay. Okay. Thank you, Chris.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: No. Thank you, sir. I appreciate everything.

Speaker speaker_1: You're very welcome. Thanks again for calling and you have a wonderful day.

Speaker speaker_2: Okay. You as well. Thanks, Chris.

Speaker speaker_1: You're welcome. Mm, bye now.