

Transcript: Chris Sofield

(deactivated)-5691553793228800-6579507277381632

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? Hi, Chris. This is Madeline Hengi. Thanks for taking my call. I had a question. I called, um, from Creative Circle. I, um, signed up, um, for benefits with Justin on December 30th, and, um, I'm wondering if there's any way that I'm gonna get, like, an email confirmation for that one or, um... I just want to make sure that what we talked about is not just what we had talked about, that I'll have something in writing to make sure that we got it all right, or... How does that work? Okay. You just need a confirmation that you, that you did call in to enroll? Yeah. Uh-huh. Okay. That's no problem. We can get that done for you. I'll need to pull up your file, at least, just to put in the request, and then I can send an email- Yeah. ... to the people that handles those, and they should get at- get it out to you before end of business today. Um, what's the last four- Wonderful. ... you said was 9923? 9923. Thank you. Can you verify your address and your date of birth for me? Yeah. 7538 Gibraltar St. Unit 3, Carlsbad, California 92009. And then the, uh, birth date is 22nd of December 1967. Okay. And then we have a phone number on file for you. It's 760-815-6970. Uh-huh. And we have an email of maddy.hengi@gmail.com. Perfect. All right. Yes, ma'am. So what we'll do is, we'll go ahead and, uh... I'll go ahead and send an email to that team that handles those requests, that's sampling those documents, and they should get it out to you via email before end of business today. Okay, cool. And can you see what you signed me up for? I just want to double-check all of it. I show... Looks like it was the Insure Plus Premier Dental, Vision, and Life Insurance Policies, all at Employee Only. Uh-huh. Okay, cool. Awesome. All right. Anything else? No, that was it. Chris, thanks so much. Bye. No problem. Thanks for calling. Have a wonderful day. You too.

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: Hi, Chris. This is Madeline Hengi. Thanks for taking my call. I had a question. I called, um, from Creative Circle. I, um, signed up, um, for benefits with Justin on December 30th, and, um, I'm wondering if there's any way that I'm gonna get, like, an email confirmation for that one or, um... I just want to make sure that what we talked about is not just what we had talked about, that I'll have something in writing to make sure that we got it all right, or... How does that work?

Speaker speaker_1: Okay. You just need a confirmation that you, that you did call in to enroll?

Speaker speaker_2: Yeah. Uh-huh.

Speaker speaker_1: Okay. That's no problem. We can get that done for you. I'll need to pull up your file, at least, just to put in the request, and then I can send an email-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to the people that handles those, and they should get at- get it out to you before end of business today. Um, what's the last four-

Speaker speaker_2: Wonderful.

Speaker speaker_1: ... you said was 9923?

Speaker speaker_2: 9923.

Speaker speaker_1: Thank you. Can you verify your address and your date of birth for me?

Speaker speaker_2: Yeah. 7538 Gibraltar St. Unit 3, Carlsbad, California 92009. And then the, uh, birth date is 22nd of December 1967.

Speaker speaker_1: Okay. And then we have a phone number on file for you. It's 760-815-6970.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And we have an email of maddy.hengi@gmail.com.

Speaker speaker_2: Perfect.

Speaker speaker_1: All right. Yes, ma'am. So what we'll do is, we'll go ahead and, uh... I'll go ahead and send an email to that team that handles those requests, that's sampling those documents, and they should get it out to you via email before end of business today.

Speaker speaker_2: Okay, cool. And can you see what you signed me up for? I just want to double-check all of it.

Speaker speaker_1: I show... Looks like it was the Insure Plus Premier Dental, Vision, and Life Insurance Policies, all at Employee Only.

Speaker speaker_2: Uh-huh. Okay, cool. Awesome.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that was it. Chris, thanks so much. Bye.

Speaker speaker_1: No problem. Thanks for calling. Have a wonderful day.

Speaker speaker_2: You too.