

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Hi, good afternoon. This is Chris with Benefits in the Card calling on behalf of Surge Staffing. Can I speak with Evans Bienime? Yes, Evans Bienime. Hi, Mr. Bienime. How are you doing today, sir? I'm good, yes, and you? I'm doing well, thank you. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a recent insurance enrollment that we see you put in through Surge Staffing. Uh, looks like you had wanted behavioral health for yourself and your child, but we're missing the information to add your child onto the policy and I was trying to, uh, reach out to you to see if I could get that from you. Can you say it again, please? Uh, yeah, you, uh, looks like you enrolled into behavioral health insurance plan for yourself and your child or your children. Mm-hmm. However, we don't have the information needed to add them onto the policy and I was trying to reach out to you to see if we could get that. Okay. All right. How many children are you covering for that plan? Hm? Distant voice Uh, sir, h- uh, how many children are you covering on that plan? Three. Three. Three, three children? Okay. What's the first one's name? Hello? Y- uh, yes, what's the first one's name? Chrishlaine Bienime. Can you spell that first name for me, please? I don't know how to spell that last name. Give him a second. C-H-R-S-T-L-A-I-N-E. That's the first name? After, B-I-E-N-A-I-M-E. Chrishlaine Bienime. Okay. Chrishlaine Bienime. Okay, thank you. What, uh, what is Chrishlaine's, uh, date of birth? Huh? What's Chrishlaine's date of birth? April 9th, 2008. Okay, and do you have Chrishlaine's social security number? Hello? I don't know. Mother, ask her the number. Hello? Uh, yes. C- uh, do you have Chrishlaine's social security number? Why is that? What is that about? I- in order to make sure that they're on the insurance plan properly, we need all of their information, which would include the social security number. Oh, that's why the social number, make sure to buy okay, that's the business. My mom is not here. She know it, but I don't know. Okay. Um, y- uh, so yeah, you can give us a call back with that information. Uh, what is the second child's name? Okay. Chrishlaine Bienime. Can you spell that please? C-H-R-I-S-H-L-A-I-N-E. Bienime. Chrishlaine Bienime. Okay. Okay, and then date of birth? Five March 2010. Okay, I'm sorry. What, uh, what was the date of birth again? Five March 2010. March 5th, 2010. Okay, thank you. All right, and then what's... uh, then what's the last child's name? Kayla Bienime. Okay. And then Kayla's, uh, date of birth? No, she's actually 11. Yeah. Yes. Make sure to buy social, okay, that's when they form an information, information, information, we will email or call you regarding your social security number. We got this. For my sister, April in 2022. Okay, thank you. Okay. All right, thank you. That's all the information I needed to at least get the children added on to the policy. Um, like I said, you can just give us a call back with their socials whenever you have that information. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Okay. Uh, thank you for taking the time to speak with me and

you have a good day. You too. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello.

Speaker speaker_2: Hi, good afternoon. This is Chris with Benefits in the Card calling on behalf of Surge Staffing. Can I speak with Evans Bienime?

Speaker speaker_1: Yes, Evans Bienime.

Speaker speaker_2: Hi, Mr. Bienime. How are you doing today, sir?

Speaker speaker_1: I'm good, yes, and you?

Speaker speaker_2: I'm doing well, thank you. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a recent insurance enrollment that we see you put in through Surge Staffing. Uh, looks like you had wanted behavioral health for yourself and your child, but we're missing the information to add your child onto the policy and I was trying to, uh, reach out to you to see if I could get that from you.

Speaker speaker_3: Can you say it again, please?

Speaker speaker_2: Uh, yeah, you, uh, looks like you enrolled into behavioral health insurance plan for yourself and your child or your children.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: However, we don't have the information needed to add them onto the policy and I was trying to reach out to you to see if we could get that.

Speaker speaker_3: Okay.

Speaker speaker_2: All right. How many children are you covering for that plan?

Speaker speaker_3: Hm?

Speaker speaker_1: Distant voice

Speaker speaker_2: Uh, sir, h- uh, how many children are you covering on that plan?

Speaker speaker_4: Three.

Speaker speaker_3: Three.

Speaker speaker_2: Three, three children? Okay. What's the first one's name?

Speaker speaker_3: Hello?

Speaker speaker_2: Y- uh, yes, what's the first one's name?

Speaker speaker_3: Chrishlaine Bienime.

Speaker speaker_2: Can you spell that first name for me, please?

Speaker speaker_3: I don't know how to spell that last name.

Speaker speaker_4: Give him a second.

Speaker speaker_3: C-H-R-S-T-L-A-I-N-E.

Speaker speaker_2: That's the first name?

Speaker speaker_3: After, B-I-E-N-A-I-M-E. Chrishlaine Bienime.

Speaker speaker_2: Okay. Chrishlaine Bienime. Okay, thank you. What, uh, what is Chrishlaine's, uh, date of birth?

Speaker speaker_3: Huh?

Speaker speaker_2: What's Chrishlaine's date of birth?

Speaker speaker_3: April 9th, 2008.

Speaker speaker_2: Okay, and do you have Chrishlaine's social security number?

Speaker speaker_3: Hello?

Speaker speaker_4: I don't know.

Speaker speaker_3: Mother, ask her the number. Hello?

Speaker speaker_2: Uh, yes. C- uh, do you have Chrishlaine's social security number?

Speaker speaker_3: Why is that? What is that about?

Speaker speaker_2: I- in order to make sure that they're on the insurance plan properly, we need all of their information, which would include the social security number.

Speaker speaker_3: Oh, that's why the social number, make sure to buy okay, that's the business. My mom is not here. She know it, but I don't know.

Speaker speaker_2: Okay. Um, y- uh, so yeah, you can give us a call back with that information. Uh, what is the second child's name?

Speaker speaker_3: Okay. Chrishlaine Bienime.

Speaker speaker_2: Can you spell that please?

Speaker speaker_3: C-H-R-I-S-H-L-A-I-N-E. Bienime. Chrishlaine Bienime.

Speaker speaker_2: Okay. Okay, and then date of birth?

Speaker speaker_3: Five March 2010.

Speaker speaker_2: Okay, I'm sorry. What, uh, what was the date of birth again?

Speaker speaker_3: Five March 2010.

Speaker speaker_2: March 5th, 2010. Okay, thank you. All right, and then what's... uh, then what's the last child's name?

Speaker speaker_3: Kayla Bienime.

Speaker speaker_2: Okay. And then Kayla's, uh, date of birth?

Speaker speaker_3: No, she's actually 11.

Speaker speaker_4: Yeah.

Speaker speaker_3: Yes. Make sure to buy social, okay, that's when they form an information, information, information, we will email or call you regarding your social security number.

Speaker speaker_5: We got this.

Speaker speaker_3: For my sister, April in 2022.

Speaker speaker_2: Okay, thank you.

Speaker speaker_3: Okay.

Speaker speaker_2: All right, thank you. That's all the information I needed to at least get the children added on to the policy. Um, like I said, you can just give us a call back with their socials whenever you have that information. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker_3: Okay.

Speaker speaker_2: Uh, thank you for taking the time to speak with me and you have a good day.

Speaker speaker_3: You too.

Speaker speaker_2: Bye now.