

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris, I'm calling you about my, uh, my wife, her card insurance. You're calling regarding your wife's car insurance? Yes. We have nothing to do with car insurance. Card. I said card, card, card. C-A-R-D. Okay. Is this for health insurance, sir? Y- yeah. Okay. So... Okay. What, what staffing company do you work with? Uh, Care Builders. Okay. And the last four of your social? 8546. And first and last name? L-E-N-G-U-L-U-S-A K-A-S-H-A-M-A. Thank you. Can you verify your address and date of birth, please? March 13th, 1962, 104 Forest Court, Louisville, Kentucky 40206. Thank you. And the date of birth, sir? I gave you that before. O- It's 3-13/19/62. Okay. My apologies, I did not hear it earlier. And then we have a phone number on file of 200-4023. Is that correct? That's my phone number. Okay. And you were calling regarding your, uh, regarding your wife being added on to your policy? Yes. Okay. While I see that the in w- the actual change has gone into effect, it looks like there is something that I need to review on this. Do you mind holding on the line for me for just a moment? I just want to verify something on my end here real quick. Okay. Thank you. Hi, Mr. Kashama? Yes. Okay. Thank you for holding. I appreciate your patience. So, um- Sure. ... looking at your file, and as I was saying, while I do see that the change to add your wife onto your policy has processed, it looks like that, it looks like the last, uh, the deduction that was seen for that change to actually take effect, uh, looks like it w- it was not enough for the insurance premium. Uh, your total weekly premiums should be \$110.88. And from- That's right. ... what I can see on our... And from what I can see on our file, it looks like only \$9 was deducted. So I'm gonna- No. ... send this on... So that's, that's all that was reported to us. So I'm gonna send this on over to our back office team and see if they can investigate to see why we are showing that only \$9 has been deducted from her insurance- ... when it shouldn't be that, um, to figure out what happened. Uh, as of right now, I wouldn't be able to provide any policy information, um, just because with the deduction issue, it wouldn't be effective at this time. Could you, could you do that, you'll call me back? Could you call me back? Yeah, I will. Yes, sir. O- once, once, uh, I've heard back from our back office team, please give us one to two days to look over everything. But once I've heard back from them, I'll give you a call back and let you know what we find out, and if anything further needs to be done. Okay? It takes, it takes too long. Why? Okay, thank you. You're welcome. Was there anything else I could help you with? No. Thank you. You're welcome. Thanks for calling, and have a good day. Hmm. Thank you. Thank you.

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: Hey, Chris, I'm calling you about my, uh, my wife, her card insurance.

Speaker speaker_0: You're calling regarding your wife's car insurance?

Speaker speaker_1: Yes.

Speaker speaker_0: We have nothing to do with car insurance.

Speaker speaker_1: Card. I said card, card, card. C-A-R-D.

Speaker speaker_0: Okay. Is this for health insurance, sir?

Speaker speaker_1: Y- yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: So...

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

Speaker speaker_1: Uh, Care Builders.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 8546.

Speaker speaker_0: And first and last name?

Speaker speaker_1: L-E-N-G-U-L-U-S-A K-A-S-H-A-M-A.

Speaker speaker_0: Thank you. Can you verify your address and date of birth, please?

Speaker speaker_1: March 13th, 1962, 104 Forest Court, Louisville, Kentucky 40206.

Speaker speaker_0: Thank you. And the date of birth, sir?

Speaker speaker_1: I gave you that before. O- It's 3- 13/19/62.

Speaker speaker_0: Okay. My apologies, I did not hear it earlier. And then we have a phone number on file of 200-4023. Is that correct?

Speaker speaker_1: That's my phone number.

Speaker speaker_0: Okay. And you were calling regarding your, uh, regarding your wife being added on to your policy?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. While I see that the in w- the actual change has gone into effect, it looks like there is something that I need to review on this. Do you mind holding on the line for me for just a moment? I just want to verify something on my end here real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Hi, Mr. Kashama?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you for holding. I appreciate your patience. So, um-

Speaker speaker_1: Sure.

Speaker speaker_0: ... looking at your file, and as I was saying, while I do see that the change to add your wife onto your policy has processed, it looks like that, it looks like the last, uh, the deduction that was seen for that change to actually take effect, uh, looks like it w- it was not enough for the insurance premium. Uh, your total weekly premiums should be \$110.88. And from-

Speaker speaker_1: That's right.

Speaker speaker_0: ... what I can see on our... And from what I can see on our file, it looks like only \$9 was deducted. So I'm gonna-

Speaker speaker_1: No.

Speaker speaker_0: ... send this on... So that's, that's all that was reported to us. So I'm gonna send this on over to our back office team and see if they can investigate to see why we are showing that only \$9 has been deducted from her insurance- ... when it shouldn't be that, um, to figure out what happened. Uh, as of right now, I wouldn't be able to provide any policy information, um, just because with the deduction issue, it wouldn't be effective at this time.

Speaker speaker_1: Could you, could you do that, you'll call me back? Could you call me back?

Speaker speaker_0: Yeah, I will. Yes, sir. O- once, once, uh, I've heard back from our back office team, please give us one to two days to look over everything. But once I've heard back from them, I'll give you a call back and let you know what we find out, and if anything further needs to be done. Okay?

Speaker speaker_1: It takes, it takes too long. Why? Okay, thank you.

Speaker speaker_0: You're welcome. Was there anything else I could help you with?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling, and have a good day.

Speaker speaker_1: Hmm. Thank you. Thank you.