

Transcript: Chris Sofield

(deactivated)-6022592370524160-5666293694808064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. My name's Ingrid King. I'm calling about my insurance, and I'm trying to see what I got 'cause I'm trying to change some stuff on it. Okay. What staffing company do you work with? MAU. And the last four of your Social? 1602. Thank you. Ms. King, could you verify your address and your date of birth for me please? 635 20th Northeast, March the 25th, 1966. And the rest of the address? I need the city, state and zip code as well. Okay. Okay. Uh, the address is 635 20th Street Northeast, uh, city is Perrish, Texas 75460. Thank you. Then we have a phone number on file of 972-971-9633. Is that correct? Correct. Okay. One moment. All right. I'm showing it looks like you're currently enrolled into... Let's see here. It looks like you're enrolled into the dental, vision, accident, illness, short-term disability, life insurance, identity protection, and behavioral health policies. Okay. Let me just keep the life insurance. Okay. Uh, the, the vision. Okay. And the dental. Okay. Uh, and life, uh, the short-term disability. Okay. So re- we're g- uh, removing illness, accident, behavioral health and identity protection? Okay. What is that? Can you explain me what those two is or am I just have to keep everything? Uh, so critical illness is for, like, uh, certain conditions such as, like, um, per- like, major burns, um, permanent, uh, permanent damage from, like, a stroke, uh, any sort of, like, spinal cord injury or anything like that. Um, if you're, if you have one of those conditions, then it will help cover towards the, uh, it'll help cover towards the cost of those, uh, those, like, treatments or anything like that, up to an amount of, I believe, it's \$5,000. Um, then accident is if you get into any sort of accident that requires the use of one of its services, such as, like, emergency room, ambulance ride, um, intensive care, uh, anything like that, it'll help pay towards the, uh, towards the treatment or the, uh, bills for tho- for those kinds of visits. Okay. How much is that? Uh, accident coverage is \$2.04 per week. Okay. Let me keep that. Okay. Uh, and that illness plan that I'd mentioned earlier is \$2.56 per week. Which ones? Uh, the illness plan, the one for, like, the heart attacks and the organ failure, the, uh, invasive cancers, things like that. Okay. It's two what? Uh, it's \$2.56 per week. Okay. What about the life insurance? How much is that one? Uh, life insurance itself is \$2.11 per week, and it's a \$20,000 policy. Okay. The vision is how much? Vision is \$2.15 per week. Okay. What was... That's your dental. Dental is \$3.51 per week. Okay. Let me just keep all of that then. That's all I think I'm going to need. All right then. Was there anything else I could help you with? Uh-uh, that's it. All right. Thanks for calling and have a good day. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name's Ingrid King. I'm calling about my insurance, and I'm trying to see what I got 'cause I'm trying to change some stuff on it.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1602.

Speaker speaker_1: Thank you. Ms. King, could you verify your address and your date of birth for me please?

Speaker speaker_2: 635 20th Northeast, March the 25th, 1966.

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

Speaker speaker_2: Okay. Okay. Uh, the address is 635 20th Street Northeast, uh, city is Perrish, Texas 75460.

Speaker speaker_1: Thank you. Then we have a phone number on file of 972-971-9633. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. One moment. All right. I'm showing it looks like you're currently enrolled into... Let's see here. It looks like you're enrolled into the dental, vision, accident, illness, short-term disability, life insurance, identity protection, and behavioral health policies.

Speaker speaker_2: Okay. Let me just keep the life insurance.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, the, the vision.

Speaker speaker_1: Okay.

Speaker speaker_2: And the dental.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, and life, uh, the short-term disability.

Speaker speaker_1: Okay. So re- we're g- uh, removing illness, accident, behavioral health and identity protection?

Speaker speaker_2: Okay. What is that? Can you explain me what those two is or am I just have to keep everything?

Speaker speaker_1: Uh, so critical illness is for, like, uh, certain conditions such as, like, um, per- like, major burns, um, permanent, uh, permanent damage from, like, a stroke, uh, any sort of, like, spinal cord injury or anything like that. Um, if you're, if you have one of those conditions, then it will help cover towards the, uh, it'll help cover towards the cost of those, uh, those, like, treatments or anything like that, up to an amount of, I believe, it's \$5,000. Um, then accident is if you get into any sort of accident that requires the use of one of its services, such as, like, emergency room, ambulance ride, um, intensive care, uh, anything like that, it'll help pay towards the, uh, towards the treatment or the, uh, bills for tho- for those kinds of visits.

Speaker speaker_2: Okay. How much is that?

Speaker speaker_1: Uh, accident coverage is \$2.04 per week.

Speaker speaker_2: Okay. Let me keep that.

Speaker speaker_1: Okay. Uh, and that illness plan that I'd mentioned earlier is \$2.56 per week.

Speaker speaker_2: Which ones?

Speaker speaker_1: Uh, the illness plan, the one for, like, the heart attacks and the organ failure, the, uh, invasive cancers, things like that.

Speaker speaker_2: Okay. It's two what?

Speaker speaker_1: Uh, it's \$2.56 per week.

Speaker speaker_2: Okay. What about the life insurance? How much is that one?

Speaker speaker_1: Uh, life insurance itself is \$2.11 per week, and it's a \$20,000 policy.

Speaker speaker_2: Okay. The vision is how much?

Speaker speaker_1: Vision is \$2.15 per week.

Speaker speaker_2: Okay. What was... That's your dental.

Speaker speaker_1: Dental is \$3.51 per week.

Speaker speaker_2: Okay. Let me just keep all of that then. That's all I think I'm going to need.

Speaker speaker_1: All right then. Was there anything else I could help you with?

Speaker speaker_2: Uh-uh, that's it.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: Mm-hmm.