

Transcript: Chris Sofield

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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? Um, hi, Chris. Um, can you understand me okay? 'Cause if you can't, I can have my dad talk for me. My- my tonsils bad, so, um, I'm trying to get my benefits on my card. Okay. Uh, are you... You're trying to get, like, your ID card? Yes, please. Okay. What staffing company do you work with? Uh, OnTrack Staffing. And the last four of your Social? 6089. Thank you. Your first and last name? Maomi, M-A-O-M-I. Um, Heredia. H-E-R-E-D-I-A. Thank you. Ms. Heredia, could you verify your address and your date of birth, please? Uh, my address? Uh, 1919 Colorado Boulevard, uh, Apartment B, Denton, Texas. And then, uh, my birthdate, 4/16/90, 1990. Um, that doesn't look like the address we have on file. Uh, we have one in Lewisville. That was my old address. Maybe y'all didn't... I updated mine 'cause I had moved. Um, can you verify the old address and then we can update it? Uh, yeah. 2801, uh, Denton Tap Road, Lewisville, Texas. That one. Yeah, that's the one that we have. Um, go, uh, go ahead with, uh, what's the new address? Uh, 1919, uh, Colorado Boulevard, uh, Apartment B, uh, Denton, Texas. Um, 76205. Okay. All right. And then, we have a phone on file of 451-8445. Is that correct? Yes, sir. Okay. Really, huh? Sorry. No, you're fine. And you just need a copy of your dental card then? Uh... Did you tell them you wanted a summary of your benefits? Uh, can I get a summary of my benefits and the card, yeah? From my email, maybe? Uh, we can, we can send the ID card, but we're only the enrollment admin for OnTrack, so we're not gonna have the summary of benefits information available. Okay. Uh, for that, you may need to get in contact with the carrier directly, um, American Public Life. Their customer- Oh. ... service number will be on the ID card that you receive. Okay. Um, the, uh, this card, uh... This email is gonna be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might've gotten filtered there. Um, and you should... Like I said, you should get this in just a couple of minutes here, okay? Okay. All right. Anything else? That's it. All right. Thanks again for calling and you have a wonderful day. You too. Thank you. You're welcome. 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: Um, hi, Chris. Um, can you understand me okay? 'Cause if you can't, I can have my dad talk for me. My- my tonsils bad, so, um, I'm trying to get my benefits on my card.

Speaker speaker_1: Okay. Uh, are you... You're trying to get, like, your ID card?

Speaker speaker_2: Yes, please.

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

Speaker speaker_2: Uh, OnTrack Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6089.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Maomi, M-A-O-M-I. Um, Heredia. H-E-R-E-D-I-A.

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

Speaker speaker_2: Uh, my address? Uh, 1919 Colorado Boulevard, uh, Apartment B, Denton, Texas. And then, uh, my birthdate, 4/16/90, 1990.

Speaker speaker_1: Um, that doesn't look like the address we have on file. Uh, we have one in Lewisville.

Speaker speaker_2: That was my old address. Maybe y'all didn't... I updated mine 'cause I had moved.

Speaker speaker_1: Um, can you verify the old address and then we can update it?

Speaker speaker_2: Uh, yeah. 2801, uh, Denton Tap Road, Lewisville, Texas. That one.

Speaker speaker_1: Yeah, that's the one that we have. Um, go, uh, go ahead with, uh, what's the new address?

Speaker speaker_2: Uh, 1919, uh, Colorado Boulevard, uh, Apartment B, uh, Denton, Texas. Um, 76205.

Speaker speaker_1: Okay. All right. And then, we have a phone on file of 451-8445. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: Really, huh? Sorry .

Speaker speaker_1: No, you're fine. And you just need a copy of your dental card then?

Speaker speaker_2: Uh...

Speaker speaker_3: Did you tell them you wanted a summary of your benefits?

Speaker speaker_2: Uh, can I get a summary of my benefits and the card, yeah? From my email, maybe?

Speaker speaker_1: Uh, we can, we can send the ID card, but we're only the enrollment admin for OnTrack, so we're not gonna have the summary of benefits information available.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, for that, you may need to get in contact with the carrier directly, um, American Public Life. Their customer-

Speaker speaker_2: Oh.

Speaker speaker_1: ... service number will be on the ID card that you receive.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the, uh, this card, uh... This email is gonna be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might've gotten filtered there. Um, and you should... Like I said, you should get this in just a couple of minutes here, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. Thanks again for calling and you have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye now.