

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is Chris how can I help you today? Hi. Can you hear me? Yes. I can hear you. How can I help you today? Uh... I was just calling to see, um, about if I'm already a- um... if I can already start using my benefits or if I have to wait? Okay. Yeah. We can check to see if your benefits are active yet. What staffing company do you work with? The Resource. And the last four of your social? 3142. All right. Your first and last name? Daquan Sherrod. All right. Mr. Sherrod, could you verify your address and your den- uh, and your, uh, date of birth, please? Uh... the address you might have on file should be 1944 Kippen Drive, Kernersville, North Carolina, and the date of birth is July 10th, 2000. Okay. That's not the address that we have on file. Oh... is it 2440 Northwood Drive? Yes. That's the one that w- we have on file. Okay. Does that need to be updated? Yes, sir. Okay. What's the... what's the correct address again? 1944 Kippen Drive. And the city, state, and zip? Huntersville, North Carolina, 27284. Okay. Thank you. Uh... then we have a phone on file for you at 747-8357. Is that correct? Yes, sir. All right. And I am showing... it does look like your coverage is currently active at this time. Okay. Thank you. So is it like... is it... 'cause I was looking at it... I don't know if it's like medical or if it's just dental and vision. Uh... looks like you're only enrolled in the dental and vision. Okay. Well, that's fine. All right. Anything else? No, sir. That's all. Any... well, no. Do you know where I can use my dental and... well, at least my vision insurance? Uh... if you have your ID card, information on how to locate participating providers should be on those ID cards, but I can also just give you websites to locate that information. Um- Yeah. I d-... I don't have the ID card. I lost it. I lo-... like, I lost my wallet so... and it was in there. Okay. One moment. Um... I should be able to pull up copies of your ID cards and email them out to you, uh, to go ahead and give you those back. Uh... and then, like I said, that should have the information on how to locate those participating providers. Um- Okay. That's fine. Can you- If you just want me to email it and I can look it up myself. Yeah. Can you confirm, um... we have your email on file as daquansherrod52@gmail.com? Yes, sir. That's fine. All right. I'll work on getting those ID cards out to you. Um... you should be receiving these in just a couple of minutes here. Uh... that's going to com-... this email is going to come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Okay? Okay. Thank you so much. No problem. Anything else? No, sir. That was all. All right. Thanks again for calling and have a wonderful day. You too. All right. Bye now. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Chris how can I help you today?

Speaker speaker\_2: Hi. Can you hear me?

Speaker speaker\_1: Yes. I can hear you. How can I help you today?

Speaker speaker\_2: Uh... I was just calling to see, um, about if I'm already a- um... if I can already start using my benefits or if I have to wait?

Speaker speaker\_1: Okay. Yeah. We can check to see if your benefits are active yet. What staffing company do you work with?

Speaker speaker\_2: The Resource.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 3142.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Daquan Sherrod.

Speaker speaker\_1: All right. Mr. Sherrod, could you verify your address and your den- uh, and your, uh, date of birth, please?

Speaker speaker\_2: Uh... the address you might have on file should be 1944 Kippen Drive, Kernersville, North Carolina, and the date of birth is July 10th, 2000.

Speaker speaker\_1: Okay. That's not the address that we have on file.

Speaker speaker\_2: Oh... is it 2440 Northwood Drive?

Speaker speaker\_1: Yes. That's the one that w- we have on file.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Does that need to be updated?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. What's the... what's the correct address again?

Speaker speaker\_2: 1944 Kippen Drive.

Speaker speaker\_1: And the city, state, and zip?

Speaker speaker\_2: Huntersville, North Carolina, 27284.

Speaker speaker\_1: Okay. Thank you. Uh... then we have a phone on file for you at 747-8357. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. And I am showing... it does look like your coverage is currently active at this time.

Speaker speaker\_2: Okay. Thank you. So is it like... is it... 'cause I was looking at it... I don't know if it's like medical or if it's just dental and vision.

Speaker speaker\_1: Uh... looks like you're only enrolled in the dental and vision.

Speaker speaker\_2: Okay. Well, that's fine.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: No, sir. That's all. Any... well, no. Do you know where I can use my dental and... well, at least my vision insurance?

Speaker speaker\_1: Uh... if you have your ID card, information on how to locate participating providers should be on those ID cards, but I can also just give you websites to locate that information. Um-

Speaker speaker\_2: Yeah. I d-... I don't have the ID card. I lost it. I lo-... like, I lost my wallet so... and it was in there.

Speaker speaker\_1: Okay. One moment. Um... I should be able to pull up copies of your ID cards and email them out to you, uh, to go ahead and give you those back. Uh... and then, like I said, that should have the information on how to locate those participating providers. Um-

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_1: Can you-

Speaker speaker\_2: If you just want me to email it and I can look it up myself.

Speaker speaker\_1: Yeah. Can you confirm, um... we have your email on file as daquansherrod52@gmail.com?

Speaker speaker\_2: Yes, sir. That's fine.

Speaker speaker\_1: All right. I'll work on getting those ID cards out to you. Um... you should be receiving these in just a couple of minutes here. Uh... that's going to com-... this email is going to come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Okay?

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: No, sir. That was all.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye now.

Speaker speaker\_2: Bye-bye.