

Transcript: Chris Sofield

(deactivated)-6265361494491136-6196055352066048

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, I was trying to see what kind of benefits these are. I need to fill out a form. You're trying to see... Okay, so we're a plan administrator for health insurance benefits for staffing companies. Um, so if- Mm-hmm. ... so that's, that's kind of benefits, like medical, dental, vision. Like any benefits like that. Oh, okay. All right, well, I just got a text. Okay, and did that text just say that you were eligible for benefits or? I mean, I wanted to see. Okay, um, what staffing company do you work with? BG. BG? Okay. Mm-hmm. And the last four of your Social? 5884. And your first and last name? Jarvis Cummings. Thank you. Mr. Cummings, could you verify your address and your date of birth for me? Yeah, um, 6209 Wilson Drive, Riverdale, Georgia. Okay, we have a different address on file. Uh, what you got? 2406? Uh, w- we have an address in, it looks like Morrow. Oh, no, man. It's old. Old. Okay, I understand that may be an- Old. ... old address, but, uh, but policy requires that you verify that address before we can update it. Oh, fuck, dawg. Castle... Castle Drive, I don't know this number. Okay, what, what is your current address again, sir? 6209 Wilson Drive, Riverdale, Georgia. And the ZIP code? I need that as well. Uh, 31209. Thank you, and then your date of birth. 10/14/71. Thank you. I have a phone number on file of 404-528-4138. Is that correct? Yes. Okay. All right, let's see here. Okay, so our system shows, it looks like, um, that while we do have a, uh, hire date from, it looks like, last week, uh- Mm-hmm. ... there also is an older hire date on file from, uh, from 2019. I assume- Mm-hmm. ... you've left BG and come back to them? Yeah. Okay, so because of the presence of that older hire date, the system is not automatically verifying your eligibility, meaning that I'll have to send it on over to our back office teams to verify eligibility for any insurance benefits. Oh, okay. Um, that should only take about a day or two. We can go ahead and, uh, we can go ahead and look into that. Um- Mm-hmm. ... in the meantime, if you want, I can send you an information packet that goes over all of the benefits that BG has to offer. That way you can- Mm-hmm. ... kind of read this over, and then, um, once, once we give you a call back, you, uh, you'll be able to let us know what you want. Okay? All right. Can you confirm we have your email as cummingsjarvis1071@gmail.com? Yes. Okay, I'll send this information packet to you. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, just give this a read through, and then, like I said, we'll get in s- we'll be in touch with you within the next day or two to let you know, um, to let you know what's going on with the eligibility, just confirm everything. And at that time, you should be able to let us know what you want. Okay? All right. All right. Anything else for right now? No, that's it. All right. Well, if that's everything, thanks again for calling. Have a wonderful day. All right, you too. All right, mm-hmm, bye now.

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: Uh, I was trying to see what kind of benefits these are. I need to fill out a form.

Speaker speaker_0: You're trying to see... Okay, so we're a plan administrator for health insurance benefits for staffing companies. Um, so if-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so that's, that's kind of benefits, like medical, dental, vision. Like any benefits like that.

Speaker speaker_1: Oh, okay. All right, well, I just got a text.

Speaker speaker_0: Okay, and did that text just say that you were eligible for benefits or?

Speaker speaker_1: I mean, I wanted to see.

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

Speaker speaker_1: BG.

Speaker speaker_0: BG? Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5884.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jarvis Cummings.

Speaker speaker_0: Thank you. Mr. Cummings, could you verify your address and your date of birth for me?

Speaker speaker_1: Yeah, um, 6209 Wilson Drive, Riverdale, Georgia.

Speaker speaker_0: Okay, we have a different address on file.

Speaker speaker_1: Uh, what you got? 2406?

Speaker speaker_0: Uh, w- we have an address in, it looks like Morrow.

Speaker speaker_1: Oh, no, man. It's old. Old.

Speaker speaker_0: Okay, I understand that may be an-

Speaker speaker_1: Old.

Speaker speaker_0: ... old address, but, uh, but policy requires that you verify that address before we can update it.

Speaker speaker_1: Oh, fuck, dawg. Castle... Castle Drive, I don't know this number.

Speaker speaker_0: Okay, what, what is your current address again, sir?

Speaker speaker_1: 6209 Wilson Drive, Riverdale, Georgia.

Speaker speaker_0: And the ZIP code? I need that as well.

Speaker speaker_1: Uh, 31209.

Speaker speaker_0: Thank you, and then your date of birth.

Speaker speaker_1: 10/14/71.

Speaker speaker_0: Thank you. I have a phone number on file of 404-528-4138. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, let's see here. Okay, so our system shows, it looks like, um, that while we do have a, uh, hire date from, it looks like, last week, uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... there also is an older hire date on file from, uh, from 2019. I assume-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you've left BG and come back to them?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so because of the presence of that older hire date, the system is not automatically verifying your eligibility, meaning that I'll have to send it on over to our back office teams to verify eligibility for any insurance benefits.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, that should only take about a day or two. We can go ahead and, uh, we can go ahead and look into that. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... in the meantime, if you want, I can send you an information packet that goes over all of the benefits that BG has to offer. That way you can-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... kind of read this over, and then, um, once, once we give you a call back, you, uh, you'll be able to let us know what you want. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: Can you confirm we have your email as cummingsjarvis1071@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, I'll send this information packet to you. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, just give this a read through, and then, like I said, we'll get in s- we'll be in touch with you within the next day or two to let you know, um, to let you know what's going on with the eligibility, just confirm everything. And at that time, you should be able to let us know what you want. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: All right. Anything else for right now?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Well, if that's everything, thanks again for calling. Have a wonderful day.

Speaker speaker_1: All right, you too.

Speaker speaker_0: All right, mm-hmm, bye now.