

## **Transcript: Chris Sofield**

**(deactivated)-6330404353654784-6651403565580288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Chris. How can I help you today? Hey, Chris. My name is Bria. I used to work for BG Staffing and I insurance through them but, um, I just... I need verification that, that proves I had insurance. So can you help me with that today? I just need like some kind of paper e- email stating, I guess, when my insurance started and when it ended. But just verifying. Okay. Yeah, no, that's perfectly doable. We can, uh... That would be a, a document called a Statement of Coverage. Um, it, it would just show what plans you previously had through BG Staffing and when, when the effective dates of those plans or the effective periods. Um, what... In order to do that, I'll need to pull up your file in order to s- uh, to send a request on over to the team that handles those. Uh, what staffing... Or sorry, you said BG. What's the last four of your Social? 8684. 8684. And your, um... Mm-hmm. Let's see here. And what was the last name, ma'am? My last name is Shaw, S-H-A-W. Thank you. Ms. Shaw, could you verify your address and date of birth, please? My add- Well, my date of birth is July the 2nd, 1996, and my address on file should have been 267 Alexander Point, Hopkins, South Carolina, 29061. Okay, thank you. And then- Is that 2-1-... Okay, I was . All right, and then the phone number that we had on file at the time was 803-479-5140. Um, is that still correct- Mm-hmm. Yes. ... or has, has that changed? I, I've changed my number. Okay, what's the new number? 803- Hmm. ... 809-8033. Thank you. And then the- And then the email on file is, uh, sbria@gmail.com? Yes, sir, it is. All right. Okay. So yeah, I'll send the request on over to the team that handles those, uh, those documents. You should receive this via email before end of business today. Thank you. I appreciate you so much, sir. No problem. Anything else for now? Nope, that's all. All right. Well, if that's everything, thank you again for calling and have a wonderful day. You too. All right. Mm-hmm, 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 Benefit Center Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. My name is Bria. I used to work for BG Staffing and I insurance through them but, um, I just... I need verification that, that proves I had insurance. So can you help me with that today? I just need like some kind of paper e- email stating, I guess, when my insurance started and when it ended. But just verifying.

Speaker speaker\_1: Okay. Yeah, no, that's perfectly doable. We can, uh... That would be a, a document called a Statement of Coverage. Um, it, it would just show what plans you previously had through BG Staffing and when, when the effective dates of those plans or the effective periods. Um, what... In order to do that, I'll need to pull up your file in order to s- uh, to send a request on over to the team that handles those. Uh, what staffing... Or sorry, you said BG. What's the last four of your Social?

Speaker speaker\_2: 8684.

Speaker speaker\_1: 8684. And your, um...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Let's see here. And what was the last name, ma'am?

Speaker speaker\_2: My last name is Shaw, S-H-A-W.

Speaker speaker\_1: Thank you. Ms. Shaw, could you verify your address and date of birth, please?

Speaker speaker\_2: My add- Well, my date of birth is July the 2nd, 1996, and my address on file should have been 267 Alexander Point, Hopkins, South Carolina, 29061.

Speaker speaker\_1: Okay, thank you. And then-

Speaker speaker\_2: Is that 2-1-... Okay, I was .

Speaker speaker\_1: All right, and then the phone number that we had on file at the time was 803-479-5140. Um, is that still correct-

Speaker speaker\_2: Mm-hmm. Yes.

Speaker speaker\_1: ... or has, has that changed?

Speaker speaker\_2: I, I've changed my number.

Speaker speaker\_1: Okay, what's the new number?

Speaker speaker\_2: 803-

Speaker speaker\_1: Hmm.

Speaker speaker\_2: ... 809-8033.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: And then the-

Speaker speaker\_1: And then the email on file is, uh, sbria@gmail.com?

Speaker speaker\_2: Yes, sir, it is.

Speaker speaker\_1: All right. Okay. So yeah, I'll send the request on over to the team that handles those, uh, those documents. You should receive this via email before end of business

today.

Speaker speaker\_2: Thank you. I appreciate you so much, sir.

Speaker speaker\_1: No problem. Anything else for now?

Speaker speaker\_2: Nope, that's all.

Speaker speaker\_1: All right. Well, if that's everything, thank you again for calling and have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Mm-hmm, bye now.