

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? Hey, uh, how you doing? Y'all just called me and I hadn't received the, uh, I'm just calling back 'cause y'all had called me. Okay. Um, so we are a plan administrator for health insurance benefits for staffing companies. If we were trying to reach you, that's what it would be about. Do you work with a staffing company? Yeah, I work with Surge. Surge, okay. Let me take a look and see what that call would have been about. Um, just, uh, just a quick question, was there any sort of voicemail left or anything like that? Yes, there was. Okay. And what did the voicemail say? Uh, regarding like, did it have any information as to what the call would have been about? Yes. I'm, I'ma read you, I'ma read you the whole thing if that's cool with you. That's fine. It says, uh, "My name is Francis." I, I don't know how to pronounce that. But it says, "Benefit in a Card giving you a call on behalf on Surge Staffing. Your benefit card was returned back to insufficient address. I hope, uh, hold it for another additional... I do hope you have a wonderful rest of your day. Thank you for your time as well, for listening to our message. I do hope you have..." Yeah, that's all they said. Okay. So what it sounds like is that it's regarding a, the ID card for your medical policy. It may have been, it may have been, uh, sent back to us because the address that we had on file was incorrect. Okay. Uh, let me pull your file up and see what we've got and we... and see what this was about. What's the last four of your Social? Um, let me see. I, I... It's on, it's on the top of my head. I keep, I be forgetting it. It's 7831. All right. And let's see here. And then your first and last name? Sir, what's your first and last name? Jason Harris. Okay. All right, Mr. Harris. Uh, all right. Can you verify, uh, your address including the city, state and zip for me please? Uh, my address is 2405 Upper Drive, Birmingham, Mississippi 39208. Okay. So yeah, that's not the one that we have on file. Um, does one on Old Brandon Road sound familiar to you? Yes, it does. But, um, that's not where I live. I live at the address I just gave you. Okay. You said it was 2405 Upper Drive? Upper Drive. Yes, sir. Okay. And then your date of birth? Uh, 06/27/2006. Okay, thank you. All right. Yeah, it does look like that that's exactly what the issue was. Uh, the ID card for your, for your insurance plan got, uh, got sent to us because the address we had on file was incorrect. Um, sounds like it was an old address. Uh-huh. Now that we've gone ahead and updated that, we can get that back out to you. Okay. Can you tell me what does that do? Like what is that? I call- Uh, it's an ID, it's an ID card for an insurance policy for preventative care services, so things like physicals, vaccines, cancer screenings and the like. Oh, so basically it gives me insurance? Uh, yes, sir. It's an in- it's a medical insurance policy. Oh, okay. Okay, okay. All right. Okay. Anything else? Um, when will it be here so I can know when to expect it? Uh, should take about seven to ten business days to arrive. Okay, thank you. All right. Anything else? No. No, sir. I appreciate it. No problem. Thanks again for calling and have a good day. All right. You too. All right, 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: Hey, uh, how you doing? Y'all just called me and I hadn't received the, uh, I'm just calling back 'cause y'all had called me.

Speaker speaker_1: Okay. Um, so we are a plan administrator for health insurance benefits for staffing companies. If we were trying to reach you, that's what it would be about. Do you work with a staffing company?

Speaker speaker_2: Yeah, I work with Surge.

Speaker speaker_1: Surge, okay. Let me take a look and see what that call would have been about. Um, just, uh, just a quick question, was there any sort of voicemail left or anything like that?

Speaker speaker_2: Yes, there was.

Speaker speaker_1: Okay. And what did the voicemail say? Uh, regarding like, did it have any information as to what the call would have been about?

Speaker speaker_2: Yes. I'm, I'ma read you, I'ma read you the whole thing if that's cool with you.

Speaker speaker_1: That's fine.

Speaker speaker_2: It says, uh, "My name is Francis." I, I don't know how to pronounce that. But it says, "Benefit in a Card giving you a call on behalf on Surge Staffing. Your benefit card was returned back to insufficient address. I hope, uh, hold it for another additional... I do hope you have a wonderful rest of your day. Thank you for your time as well, for listening to our message. I do hope you have..." Yeah, that's all they said.

Speaker speaker_1: Okay. So what it sounds like is that it's regarding a, the ID card for your medical policy. It may have been, it may have been, uh, sent back to us because the address that we had on file was incorrect.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, let me pull your file up and see what we've got and we... and see what this was about. What's the last four of your Social?

Speaker speaker_2: Um, let me see. I, I... It's on, it's on the top of my head. I keep, I be forgetting it. It's 7831.

Speaker speaker_1: All right. And let's see here. And then your first and last name? Sir, what's your first and last name?

Speaker speaker_2: Jason Harris.

Speaker speaker_1: Okay. All right, Mr. Harris. Uh, all right. Can you verify, uh, your address including the city, state and zip for me please?

Speaker speaker_2: Uh, my address is 2405 Upper Drive, Birmingham, Mississippi 39208.

Speaker speaker_1: Okay. So yeah, that's not the one that we have on file. Um, does one on Old Brandon Road sound familiar to you?

Speaker speaker_2: Yes, it does. But, um, that's not where I live. I live at the address I just gave you.

Speaker speaker_1: Okay. You said it was 2405 Upper Drive?

Speaker speaker_2: Upper Drive. Yes, sir.

Speaker speaker_1: Okay. And then your date of birth?

Speaker speaker_2: Uh, 06/27/2006.

Speaker speaker_1: Okay, thank you. All right. Yeah, it does look like that that's exactly what the issue was. Uh, the ID card for your, for your insurance plan got, uh, got sent to us because the address we had on file was incorrect. Um, sounds like it was an old address.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Now that we've gone ahead and updated that, we can get that back out to you.

Speaker speaker_2: Okay. Can you tell me what does that do? Like what is that? I call-

Speaker speaker_1: Uh, it's an ID, it's an ID card for an insurance policy for preventative care services, so things like physicals, vaccines, cancer screenings and the like.

Speaker speaker_2: Oh, so basically it gives me insurance?

Speaker speaker_1: Uh, yes, sir. It's an in- it's a medical insurance policy.

Speaker speaker_2: Oh, okay. Okay, okay.

Speaker speaker_1: All right.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else?

Speaker speaker_2: Um, when will it be here so I can know when to expect it?

Speaker speaker_1: Uh, should take about seven to ten business days to arrive.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No. No, sir. I appreciate it.

Speaker speaker_1: No problem. Thanks again for calling and have a good day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right, bye now.