

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 777-8887. This is... Hi, I just received a missed call from this number. I'm sorry, what was that? The line was very distorted. I'm sorry. I was saying that I just received a missed call from this number. Okay. Was there any sort of, um, voicemail or anything? Was- Uh, no. Um, I don't think, um, there was a chance to literally right after the, right after the call ended I happened to see my phone and called right back. Okay. So we're a plan administrator for health insurance benefits for staffing companies. If we tried to get in contact with you, that's what that would be about. Mm-hmm. Um, do you work with a staffing company? Like a temp agency? Yes. I do. Okay. Um, what, uh, what's the name of the temp agency you work with? Verstilla. Verstilla, okay. All right, so, um, let's see here. Okay, 'cause like I said, we, we partner with them to help enroll their employees into insurance policies. Uh, however, without being able to pull up your specific file, I won't know what exactly that call that you received was about. Um, in order to look at- Okay. ... look into that, I'll need to get a little bit of information from you to pull up your file and verify information, um, and then I should be able to figure out what- I think it might have been... I'm sorry, I didn't mean to cut you off but I think it might have been, um, as far as like, like the benefits because I literally just filled out one of their, um, little benefit forms, so I think that might be a reason why you guys are calling. Okay. Okay. Um, all right. Let me, let me, let me pull up your file and see what exactly the reason for the call would have been then. Mm-hmm. 'Cause I- It is going to be about the insurance benefits. I just need to know exactly what the call was about. Um, what- Okay. Uh, what's the last four of your Social? 0479. And your first and last name? Logan, last name Edwards. All right, Mr. Edwards, could you verify your address and date of birth for me please? Date of birth 11/10/93. Um, the address is 16863 Northeast Glister Street. And the rest of it, the city, state and zip? Um, Portland, Oregon 97230. Okay. Let's see here. Okay, so I... So, uh, let's see here. What this was about was it looks like there was an enrollment that was on file that you submitted. Mm-hmm. Mm-hmm. However, um, we were missing, uh, dependent information for your- Mm-hmm. ... uh, for your policies. Uh, you had selected that you wanted family coverage, but we did not have any of the information for your spouse or children to be able to add them- Mm-hmm. ... on these policies properly, so we were trying to reach out to you to get that. Oh, okay. No problem. All right. Um, do I need to send this form out or? Uh, no. You, uh, if, if you have all of the information that we're, that we need which is going to be, uh, their names, their dates of births and their Social Security numbers, we can go ahead and get that added on here. Um, if you don't have- I have them. I have them. ... their socials... Sorry, go ahead. Yeah, that's the only thing that I would need to... I was gonna say, that's the only thing I would need to, to get. I would need, um- Yeah. Yeah. I would need my mom's and I would need my son's. Okay. So, um- And I have their birthdates and everything. Yeah. So as

long as, as long as it's, as long as you have their dates of birth and, and we get their names, then we can get them added on. Give me just a moment here to set this back up. Okay. All right. So let's go ahead and get your dependents added on here. First off, starting with your spouse, what is their first and last name? Uh, no spouse, it's only my mother and my child. You cannot add your mother. Your, your, your- Okay. ... spouse or children, so it's going to be employee and child coverage then. Okay. So it'll only be me and my child then? Can I ask, um, why wouldn't I be able to put my mother on? Because you're only allowed to have a spouse or children on policy. Oh. All right. All right. Uh, what's your child's first and last name? Kai. K-I-A, apostrophe K, A-I. Middle name, Keannu. K-E-A-N-N-U. And same last name? Yes. Okay. And then what's his date of birth? 05/30/22. All right. Okay, I've got him added on there. Um, that satisfies the information we needed to be able to, uh, move forward with your enrollment. Um, just give us a callback with his Social whenever you have that information. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Okay. Thank you. No problem. Anything else? Uh, no. That'll do. All right. Thanks again for calling and have a good day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling 777-8887. This is...

Speaker speaker_2: Hi, I just received a missed call from this number.

Speaker speaker_1: I'm sorry, what was that? The line was very distorted.

Speaker speaker_2: I'm sorry. I was saying that I just received a missed call from this number.

Speaker speaker_1: Okay. Was there any sort of, um, voicemail or anything? Was-

Speaker speaker_2: Uh, no. Um, I don't think, um, there was a chance to literally right after the, right after the call ended I happened to see my phone and called right back.

Speaker speaker_1: Okay. So we're a plan administrator for health insurance benefits for staffing companies. If we tried to get in contact with you, that's what that would be about.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, do you work with a staffing company?

Speaker speaker_2: Like a temp agency?

Speaker speaker_1: Yes.

Speaker speaker_2: I do.

Speaker speaker_1: Okay. Um, what, uh, what's the name of the temp agency you work with?

Speaker speaker_2: Verstillla.

Speaker speaker_1: Verstill, okay. All right, so, um, let's see here. Okay, 'cause like I said, we, we partner with them to help enroll their employees into insurance policies. Uh, however, without being able to pull up your specific file, I won't know what exactly that call that you received was about. Um, in order to look at-

Speaker speaker_2: Okay.

Speaker speaker_1: ... look into that, I'll need to get a little bit of information from you to pull up your file and verify information, um, and then I should be able to figure out what-

Speaker speaker_2: I think it might have been... I'm sorry, I didn't mean to cut you off but I think it might have been, um, as far as like, like the benefits because I literally just filled out one of their, um, little benefit forms, so I think that might be a reason why you guys are calling.

Speaker speaker_1: Okay. Okay. Um, all right. Let me, let me, let me pull up your file and see what exactly the reason for the call would have been then.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 'Cause I- It is going to be about the insurance benefits. I just need to know exactly what the call was about. Um, what-

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, what's the last four of your Social?

Speaker speaker_2: 0479.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Logan, last name Edwards.

Speaker speaker_1: All right, Mr. Edwards, could you verify your address and date of birth for me please?

Speaker speaker_2: Date of birth 11/10/93. Um, the address is 16863 Northeast Glister Street.

Speaker speaker_1: And the rest of it, the city, state and zip?

Speaker speaker_2: Um, Portland, Oregon 97230.

Speaker speaker_1: Okay. Let's see here. Okay, so I... So, uh, let's see here. What this was about was it looks like there was an enrollment that was on file that you submitted.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: However, um, we were missing, uh, dependent information for your-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, for your policies. Uh, you had selected that you wanted family coverage, but we did not have any of the information for your spouse or children to be able to add them-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... on these policies properly, so we were trying to reach out to you to get that.

Speaker speaker_2: Oh, okay. No problem. All right. Um, do I need to send this form out or?

Speaker speaker_1: Uh, no. You, uh, if, if you have all of the information that we're, that we need which is going to be, uh, their names, their dates of births and their Social Security numbers, we can go ahead and get that added on here. Um, if you don't have-

Speaker speaker_2: I have them. I have them.

Speaker speaker_1: ... their socials... Sorry, go ahead.

Speaker speaker_2: Yeah, that's the only thing that I would need to... I was gonna say, that's the only thing I would need to, to get. I would need, um-

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_2: I would need my mom's and I would need my son's.

Speaker speaker_1: Okay. So, um-

Speaker speaker_2: And I have their birthdates and everything.

Speaker speaker_1: Yeah. So as long as, as long as it's, as long as you have their dates of birth and, and we get their names, then we can get them added on. Give me just a moment here to set this back up. Okay. All right. So let's go ahead and get your dependents added on here. First off, starting with your spouse, what is their first and last name?

Speaker speaker_2: Uh, no spouse, it's only my mother and my child.

Speaker speaker_1: You cannot add your mother. Your, your, your-

Speaker speaker_2: Okay.

Speaker speaker_1: ... spouse or children, so it's going to be employee and child coverage then.

Speaker speaker_2: Okay. So it'll only be me and my child then? Can I ask, um, why wouldn't I be able to put my mother on?

Speaker speaker_1: Because you're only allowed to have a spouse or children on policy.

Speaker speaker_2: Oh. All right.

Speaker speaker_1: All right. Uh, what's your child's first and last name?

Speaker speaker_2: Kai. K-I-A, apostrophe K, A-I. Middle name, Keannu. K-E-A-N-N-U.

Speaker speaker_1: And same last name?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then what's his date of birth?

Speaker speaker_2: 05/30/22.

Speaker speaker_1: All right. Okay, I've got him added on there. Um, that satisfies the information we needed to be able to, uh, move forward with your enrollment. Um, just give us a callback with his Social whenever you have that information. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Uh, no. That'll do.

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

Speaker speaker_2: You too.