

## **Transcript: Chris Sofield**

**(deactivated)-6405464119787520-6330327223713792**

### **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? Um, yes, I'm at the doctor right now, but I need my policy number and my plan name. Okay, and what staffing comp- What staffing company do you work with? Uh, CERG in Marion. And your area code? 7988. Thank you. Your first and last name? Steven Burns. Mr. Burns, could you verify your address and date of birth, please? It's, uh, Ashley, it's in Ashley, Ohio 43003. Okay. Okay, so it's, it's in Ashley, Ohio 43003, but what was the actual address, sir? I didn't hear that. Oh, it's, uh, it's 130 P.M. on the 130. Thank you. And then your date of birth? Uh, 6/25/73. Thank you. I have a phone on file for you at 567-908-9236. Is that correct? Yeah. And it looks like we have an email on file, jezebel1154@gmail.com. Is that correct? Yes. Okay. I see here where it looks like, uh, yesterday a copy of the ID card was emailed to you. Did you not receive it? Yeah. Yeah. I got it. I got it. But, uh, I'm at the doctor right now and they said that they had to have the policy and the plan name. The policy number is, that is the employee ID number on the card and the, and the insurance carrier is 90 Degree Benefits. 90, 90 Degree Benefits? That's, that's the name of the insurance company and that po- and that employee ID number starting with the letter D, that is your policy number. Okay. The number starts with a D, that's the policy number and, uh, and 90 Degree Benefits is the name. And if there's any further assistance needed, you'll need to contact them directly. The c- uh, the customer service number should be on their, on the ID card. Um, when you call that number, make sure you press option one. Okay. So the policy number, it starts with a D, as in dog? Yes. Okay. All right. I'll do that. Uh, no, I need just the whole number, the whole policy number. Well, well, the, the whole policy number is on that thing. It starts with a D, you said. Right. But we can't see it. Oh, we can't see it. We can't see it where it got emailed to us, we can't see the number. Okay. So you're, so you're unable to actually open the PDF file that you received? Yeah. Yeah, we can't see it. Yeah. Okay. We can't see it. Okay. All right. Now that I know that, that, I can, I can pull it up myself to go ahead and give that to you. Okay. It is D47683798. And the group- Okay. And the group number, if they need that, is 9476. 9476? Yes, sir. Okay. All right. And the policy number was D47683798. Correct. Okay. All right. Thank you. You're welcome. Thanks for calling and have a good day. Okay. Good. Bye-bye.

### **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: Um, yes, I'm at the doctor right now, but I need my policy number and my plan name.

Speaker speaker\_1: Okay, and what staffing comp- What staffing company do you work with?

Speaker speaker\_2: Uh, CERG in Marion.

Speaker speaker\_1: And your area code?

Speaker speaker\_2: 7988.

Speaker speaker\_1: Thank you. Your first and last name?

Speaker speaker\_2: Steven Burns.

Speaker speaker\_1: Mr. Burns, could you verify your address and date of birth, please?

Speaker speaker\_2: It's, uh, Ashley, it's in Ashley, Ohio 43003.

Speaker speaker\_1: Okay. Okay, so it's, it's in Ashley, Ohio 43003, but what was the actual address, sir? I didn't hear that.

Speaker speaker\_2: Oh, it's, uh, it's 130 P.M. on the 130.

Speaker speaker\_1: Thank you. And then your date of birth?

Speaker speaker\_2: Uh, 6/25/73.

Speaker speaker\_1: Thank you. I have a phone on file for you at 567-908-9236. Is that correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And it looks like we have an email on file, jezebel1154@gmail.com. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I see here where it looks like, uh, yesterday a copy of the ID card was emailed to you. Did you not receive it?

Speaker speaker\_2: Yeah. Yeah. I got it. I got it. But, uh, I'm at the doctor right now and they said that they had to have the policy and the plan name.

Speaker speaker\_1: The policy number is, that is the employee ID number on the card and the, and the insurance carrier is 90 Degree Benefits.

Speaker speaker\_2: 90, 90 Degree Benefits?

Speaker speaker\_1: That's, that's the name of the insurance company and that po- and that employee ID number starting with the letter D, that is your policy number.

Speaker speaker\_2: Okay. The number starts with a D, that's the policy number and, uh, and 90 Degree Benefits is the name.

Speaker speaker\_1: And if there's any further assistance needed, you'll need to contact them directly. The c- uh, the customer service number should be on their, on the ID card. Um, when you call that number, make sure you press option one.

Speaker speaker\_2: Okay. So the policy number, it starts with a D, as in dog?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. All right. I'll do that.

Speaker speaker\_0: Uh, no, I need just the whole number, the whole policy number.

Speaker speaker\_2: Well, well, the, the whole policy number is on that thing. It starts with a D, you said.

Speaker speaker\_0: Right. But we can't see it.

Speaker speaker\_2: Oh, we can't see it. We can't see it where it got emailed to us, we can't see the number.

Speaker speaker\_1: Okay. So you're, so you're unable to actually open the PDF file that you received?

Speaker speaker\_2: Yeah. Yeah, we can't see it. Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: We can't see it.

Speaker speaker\_1: Okay. All right. Now that I know that, that, I can, I can pull it up myself to go ahead and give that to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It is D47683798. And the group-

Speaker speaker\_2: Okay.

Speaker speaker\_1: And the group number, if they need that, is 9476.

Speaker speaker\_2: 9476?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. All right. And the policy number was D47683798.

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: Okay. Good. Bye-bye.