

## **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 on a Card, this is Chris. How can I help you today? Hello, Chris. My name is Tyler Gaston. I, uh, just started working through Innovative in Mattoon, Illinois at Anamed, and, uh, I need to know my account number or whatever for my insurance through you guys. Okay. Through Innovative. What is the last four of your... What's the last four of your social? 4782. Thank you, one moment. Mm-hmm. All right, Mr. Gaston, could you verify your address and your date of birth for me please? Uh, my date of birth is 12/12/85. My address, my current address, is 92 Plum Court. And the rest of it, the city, state and zip as well? Oh, Mattoon, Illinois 61938. Sorry. That's okay. You're fine. Um, one moment. And... Okay, and then we have a phone number on file for you, 217-246-1094. Is that correct? Yes, it is. Okay. Uh, I'm showing it doesn't look like the policy is effective yet. It looks like we're still waiting on Innovative to start taking those deductions out. Okay. Okay. So... I don't have any insurance then, right? At this moment, no. We're still waiting on Innovative to take the deductions out. Once that happens and the... and that information gets over to us from them, um, your policy is effective the following Monday after we've received it. But, um, the actual deductions themselves, uh, if you have any questions on when that should start, um, that would be a question for Innovative. Because I'm going to put you to... Okay. All right. What did he say? That you were Anything else? No, you're fine. Thank you. I appreciate the time. You're welcome, sir. Thanks for calling and have a good day. You too. Well, that is my cue.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hello, Chris. My name is Tyler Gaston. I, uh, just started working through Innovative in Mattoon, Illinois at Anamed, and, uh, I need to know my account number or whatever for my insurance through you guys.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Through Innovative.

Speaker speaker\_1: What is the last four of your... What's the last four of your social?

Speaker speaker\_2: 4782.

Speaker speaker\_1: Thank you, one moment.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right, Mr. Gaston, could you verify your address and your date of birth for me please?

Speaker speaker\_2: Uh, my date of birth is 12/12/'85. My address, my current address, is 92 Plum Court.

Speaker speaker\_1: And the rest of it, the city, state and zip as well?

Speaker speaker\_2: Oh, Mattoon, Illinois 61938. Sorry.

Speaker speaker\_1: That's okay. You're fine. Um, one moment. And... Okay, and then we have a phone number on file for you, 217-246-1094. Is that correct?

Speaker speaker\_2: Yes, it is.

Speaker speaker\_1: Okay. Uh, I'm showing it doesn't look like the policy is effective yet. It looks like we're still waiting on Innovative to start taking those deductions out.

Speaker speaker\_2: Okay. Okay. So... I don't have any insurance then, right?

Speaker speaker\_1: At this moment, no. We're still waiting on Innovative to take the deductions out. Once that happens and the... and that information gets over to us from them, um, your policy is effective the following Monday after we've received it. But, um, the actual deductions themselves, uh, if you have any questions on when that should start, um, that would be a question for Innovative.

Speaker speaker\_3: Because I'm going to put you to...

Speaker speaker\_2: Okay. All right.

Speaker speaker\_3: What did he say? That you were

Speaker speaker\_4: Anything else?

Speaker speaker\_2: No, you're fine. Thank you. I appreciate the time.

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

Speaker speaker\_2: You too.

Speaker speaker\_3: Well, that is my cue.