

Transcript: Chris Sofield

(deactivated)-6492171375525888-5722546320752640

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? Hi, this is Sorry. I was told to call you all. Um, I previously worked for a company called The Resources, and they said they use you all as their third-party vendor for their insurance. And I'm needing to find the name of the dental with the effective date and end date of my coverage so that I can get some new insurance. Okay. Uh, yeah, let me pull your file up. Um... Okay. What's the last four of your Social? The last four of the Social should be 1959. Okay. One moment. And w- uh, what was the first and last name? The first name is Rena, last name is Dixon, D-I-X-O-N. Thank you. All right. Can you verify your address and date of birth for me, please? Um, my new address, do you have the High Point address? I don't know what address y'all have on file. No, we have one in Winston-Salem. Okay, it should have been 3151 Butterfield Drive in Winston-Salem, 27105. Okay. And that your date of birth? And my date of birth is March 8th, '83. Thank you. Then we have the phone number on file of 308-3603. Is that correct? That's correct. And an email of rcdixon01@gmail.com? Yes. Got it. All right, and you said you just need something showing, uh, that you previously had insurance through Resource? Yes, I need some assurance that I had the insurance with whatever the company's name is of the dental insurance with the effective date and term date of coverage. Okay, understood. Yeah, we can definitely get that done for you. Um... Uh-huh. What I will do then is, um, I'll send an, a request to the team that handles these documents. This is called a Statement of Coverage. Um... Okay. It, what it'll do is now it'll have the, uh, the plans and the effective dates for everything that you previously had, not just the dental, but that should at least still be- Oh, that's fine. Yeah. ... uh, be enough for what you need. Yeah. Um, I'll send them an email and have them start working on that. Uh, you should- Okay. ... receive that via email, uh, before end of business today. It'll be coming from info@benefitsinacard.com. And if you don't see it in your inbox, just check your spam folder, okay? Okay, I will be looking for that. Thank you so much. I appreciate your help. No problem. Was there anything else I could help with? That is it. I appreciate it. You're very welcome. Thanks again for calling. You have a wonderful day. Awesome. You too. Bye-bye. 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: Hi, this is Sorry. I was told to call you all. Um, I previously worked for a company called The Resources, and they said they use you all as their third-party vendor for their insurance. And I'm needing to find the name of the dental with the effective date and end date of my coverage so that I can get some new insurance.

Speaker speaker_1: Okay. Uh, yeah, let me pull your file up. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: The last four of the Social should be 1959.

Speaker speaker_1: Okay. One moment. And w- uh, what was the first and last name?

Speaker speaker_2: The first name is Rena, last name is Dixon, D-I-X-O-N.

Speaker speaker_1: Thank you. All right. Can you verify your address and date of birth for me, please?

Speaker speaker_2: Um, my new address, do you have the High Point address? I don't know what address y'all have on file.

Speaker speaker_1: No, we have one in Winston-Salem.

Speaker speaker_2: Okay, it should have been 3151 Butterfield Drive in Winston-Salem, 27105.

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

Speaker speaker_2: And my date of birth is March 8th, '83.

Speaker speaker_1: Thank you. Then we have the phone number on file of 308-3603. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: And an email of rcdixon01@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Got it. All right, and you said you just need something showing, uh, that you previously had insurance through Resource?

Speaker speaker_2: Yes, I need some assurance that I had the insurance with whatever the company's name is of the dental insurance with the effective date and term date of coverage.

Speaker speaker_1: Okay, understood. Yeah, we can definitely get that done for you. Um...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: What I will do then is, um, I'll send an, a request to the team that handles these documents. This is called a Statement of Coverage. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: It, what it'll do is now it'll have the, uh, the plans and the effective dates for everything that you previously had, not just the dental, but that should at least still be-

Speaker speaker_2: Oh, that's fine. Yeah.

Speaker speaker_1: ... uh, be enough for what you need.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, I'll send them an email and have them start working on that. Uh, you should-

Speaker speaker_2: Okay.

Speaker speaker_1: ... receive that via email, uh, before end of business today. It'll be coming from info@benefitsinacard.com. And if you don't see it in your inbox, just check your spam folder, okay?

Speaker speaker_2: Okay, I will be looking for that. Thank you so much. I appreciate your help.

Speaker speaker_1: No problem. Was there anything else I could help with?

Speaker speaker_2: That is it. I appreciate it.

Speaker speaker_1: You're very welcome. Thanks again for calling. You have a wonderful day.

Speaker speaker_2: Awesome. You too. Bye-bye.

Speaker speaker_1: Bye now.