

Transcript: Chris Sofield

(deactivated)-6617320558739456-5810399685689344

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Leslie Hernandez? Uh, who's this? My name is Chris. I'm with Benefits In A Card, calling on behalf of StaffPro. Okay. Hi. Is this Ms. Hernandez? Yes. Okay. Uh, before we continue, your call is being recorded for quality assurance and training purposes. I'm calling regarding- Yes. ... a health insurance enrollment form that you had filled out when you signed up to work through StaffPro. Mm-hmm. Uh, you selected that you wanted insurance benefits for yourself and your family, uh, which in this case would be you, spouse, and children. But it looks like on the dependents section, you only listed a child, and we are missing information we need to be able to add them onto the p- onto the policy properly. I was calling to get the, the remaining information from you. Oh, yeah, I, I needed to change that to just me and child. Okay. All right, then. So, um, we can go ahead and do that, then. We can do it for employee and child, instead of employee and family. That does still mean, though, we are still missing the, uh, required information for the child. You listed their name, but did not list their social or their date of birth. Oh, okay. Uh, so, uh- Their date of birth- Do you- ... is July 6th, 2018. July 6th, 2018, you said? Mm-hmm. And do you by chance have her social? Yeah, hold on. Say what? Hello? You know my birthday? You ready? Yes, ma'am. Yes, ma'am. 162-65-8710. All right. Thank you, ma'am. We'll go ahead and, uh, start processing this form with that information. Did you have any other questions for me? Bye. Mm-mm. That would be it. All right. Thank you for taking the time to speak with me. Have a good day. You too. Bye-bye. Okay. Bye now.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. Can I speak with Leslie Hernandez?

Speaker speaker_0: Uh, who's this?

Speaker speaker_2: My name is Chris. I'm with Benefits In A Card, calling on behalf of StaffPro.

Speaker speaker_0: Okay.

Speaker speaker_2: Hi. Is this Ms. Hernandez?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. Uh, before we continue, your call is being recorded for quality assurance and training purposes. I'm calling regarding-

Speaker speaker_0: Yes.

Speaker speaker_2: ... a health insurance enrollment form that you had filled out when you signed up to work through StaffPro.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Uh, you selected that you wanted insurance benefits for yourself and your family, uh, which in this case would be you, spouse, and children. But it looks like on the dependents section, you only listed a child, and we are missing information we need to be able to add them onto the p- onto the policy properly. I was calling to get the, the remaining information from you.

Speaker speaker_0: Oh, yeah, I, I needed to change that to just me and child.

Speaker speaker_2: Okay. All right, then. So, um, we can go ahead and do that, then. We can do it for employee and child, instead of employee and family. That does still mean, though, we are still missing the, uh, required information for the child. You listed their name, but did not list their social or their date of birth.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: Uh, so, uh-

Speaker speaker_0: Their date of birth-

Speaker speaker_2: Do you-

Speaker speaker_0: ... is July 6th, 2018.

Speaker speaker_2: July 6th, 2018, you said?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: And do you by chance have her social?

Speaker speaker_0: Yeah, hold on.

Speaker speaker_3: Say what? Hello? You know my birthday?

Speaker speaker_0: You ready?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: 162-65-8710.

Speaker speaker_2: All right. Thank you, ma'am. We'll go ahead and, uh, start processing this form with that information. Did you have any other questions for me?

Speaker speaker_3: Bye.

Speaker speaker_0: Mm-mm. That would be it.

Speaker speaker_2: All right. Thank you for taking the time to speak with me. Have a good day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_2: Okay. Bye now.