

Transcript: Chris Sofield

(deactivated)-6654182086361088-4865412643110912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Um, yes, I wanted to see, um, if my plan was still active and, like, what kind of coverage I had? Okay. What staffing company do you work with? Um, TRC. And the last four of your Social? 7024. Okay. Your first and last name? I'm Ashley Robertson. Thank you, Miss Robertson, could you verify your address and your date of birth for me please? Mm-hmm, yes. It is 5208 Fox Hunt Drive, Apartment 8, Greensboro, North Carolina 27407. And what was the other thing? Uh, date of birth. Oh, 1/25/98. All right, thank you. Um, we have a phone on file for you, looks like, 336-253-9591, is that correct? Yes. All right. Um, looks like your coverage is currently not active. Looks like there was a large enough gap between assignments to lead to, um, the coverage end, uh, terminating on its own. So yeah, it's not currently active at this time. Okay. All right. Well, thank you. Thank you so much. Yep. You're welcome. Anything else? Um, no, that's all, thank you. You're welcome. Thanks for calling and have a good day. Okay. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, yes, I wanted to see, um, if my plan was still active and, like, what kind of coverage I had?

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7024.

Speaker speaker_1: Okay. Your first and last name?

Speaker speaker_2: I'm Ashley Robertson.

Speaker speaker_1: Thank you, Miss Robertson, could you verify your address and your date of birth for me please?

Speaker speaker_2: Mm-hmm, yes. It is 5208 Fox Hunt Drive, Apartment 8, Greensboro, North Carolina 27407. And what was the other thing?

Speaker speaker_1: Uh, date of birth.

Speaker speaker_2: Oh, 1/25/98.

Speaker speaker_1: All right, thank you. Um, we have a phone on file for you, looks like, 336-253-9591, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Um, looks like your coverage is currently not active. Looks like there was a large enough gap between assignments to lead to, um, the coverage end, uh, terminating on its own. So yeah, it's not currently active at this time.

Speaker speaker_2: Okay. All right. Well, thank you. Thank you so much.

Speaker speaker_1: Yep. You're welcome. Anything else?

Speaker speaker_2: Um, no, that's all, thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

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

Speaker speaker_1: Bye now.