

Transcript: Chris Sofield

(deactivated)-6753735950778368-6274622035116032

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Victoria Grant? This is her. May I ask who's calling? Hi, Miss Grant. My name is Chris. I'm with Benefits in a Card calling on behalf of Tara Staffing. How are you doing today? I'm doing good. That's good to hear. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment that you submitted, uh, yesterday through, uh, through Tara, or as they, they maybe now known as Marcella. Um, we see that you wanted some of your coverages for employee and spouse, but we're missing your spouse's information to add them onto the policy properly. I was calling to see if I could get that from you. Uh, oh, you're, you're cutting out. Give me one second to go into another room to see if I have better service. Okay. Sorry about that. I was in my office and we both have a bunch of computers in there, so sometimes it affects the cell service. No, I, I definitely understand that. Um, yeah, so, uh, as I was saying, I was calling because we see that you, uh, enrolled for insurance, uh, through Tara Staffing. However, uh, we... while we see that you asked for coverage for yourself and your spouse, we're missing your spouse's information to add them onto the policy properly. I was calling to see if I could get that from you. Oh, yeah. Let me... I meant to do that this morning when I woke up and then completely forgot about it. So I started working and forgot to go on there. Uh, let me- Definitely. ... uh, uh, do you... Is it... Uh, do you want me to just give you the information or is it okay if I just go onto the site and just fill it out real quick? Uh, it'd probably be, uh, quicker to just go ahead and ha- uh, give the information to me since I'm already in the system- Mm-hmm. ... to go ahead and put all that in. Okay. All right. And, uh, what do you need from my, uh, the spouse? It's, uh, social and birth date- Uh, name- And what was the... And then name? Yeah. Name, social, birth date. Yes, ma'am. Okay. So name is Frederick. So Fred, Eric. F-R-E-D-E-R-I-C. Mm-hmm. And then same last name or different? And then middle name is... Same last name. Sorry, go ahead. Uh, middle name is James. J-A-M-E-S. Got it. And then you said same last name? Okay. And then, uh, his social? Do you have that? And then, uh, well, his, his name's, uh, uh, he has a suffix. It's five. Oh. He's the fifth. Okay. So... Got it. Frederick Grant V. Got it. Yep. All right. And then, uh, birth date, because I'm gonna have to go running and ask him for his social. But birthdate is, uh, um, 01/14/1988. 88. Got it. And then, all right, and then, uh- And then let me go- ... whenever you are ready with that social. ... social from him. See if he's at a stopping point with his work. Give me one second. All right. And if you're unable to get that at this moment, you can always call us back with that information. Yeah, no worries. He's right here. I can go ahead and get it from him. I need your social. Uh, do you want me to just type it or, or do you want to say it now? Just say it. 6-2-3-4- 6-2-3-4... 0-5-4-5-9. 0-4-5-9. 0-5-4-5-9. Wait. No. What? 0-5-4-5-9. 0-5-4-5-9. That was the last part. Okay. 63-4-0-5-4-5-9. Got it. Okay. All- All right. ... right. That's all I needed

to get him added onto the policy properly. Um, and that's... Yeah. That... We're good to go ahead and move forward with processing that coverage. Did you have any questions for me? No, you're perfect. Uh, and that starts January 1st, correct? Uh, January 6th. For our coverage? January 6th. Okay. All right. Perfect. All right. Sounds good. All right then. Well, thank you for taking the time to speak with me. You guys have a wonderful day. You too. Bye. All right. Mm-hmm. Bye now.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. Can I speak with Victoria Grant?

Speaker speaker_1: This is her. May I ask who's calling?

Speaker speaker_2: Hi, Miss Grant. My name is Chris. I'm with Benefits in a Card calling on behalf of Tara Staffing. How are you doing today?

Speaker speaker_1: I'm doing good.

Speaker speaker_2: That's good to hear. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment that you submitted, uh, yesterday through, uh, through Tara, or as they, they maybe now known as Marcella. Um, we see that you wanted some of your coverages for employee and spouse, but we're missing your spouse's information to add them onto the policy properly. I was calling to see if I could get that from you.

Speaker speaker_1: Uh, oh, you're, you're cutting out. Give me one second to go into another room to see if I have better service.

Speaker speaker_2: Okay.

Speaker speaker_1: Sorry about that. I was in my office and we both have a bunch of computers in there, so sometimes it affects the cell service.

Speaker speaker_2: No, I, I definitely understand that. Um, yeah, so, uh, as I was saying, I was calling because we see that you, uh, enrolled for insurance, uh, through Tara Staffing. However, uh, we... while we see that you asked for coverage for yourself and your spouse, we're missing your spouse's information to add them onto the policy properly. I was calling to see if I could get that from you.

Speaker speaker_1: Oh, yeah. Let me... I meant to do that this morning when I woke up and then completely forgot about it. So I started working and forgot to go on there. Uh, let me-

Speaker speaker_2: Definitely.

Speaker speaker_1: ... uh, uh, do you... Is it... Uh, do you want me to just give you the information or is it okay if I just go onto the site and just fill it out real quick?

Speaker speaker_2: Uh, it'd probably be, uh, quicker to just go ahead and ha- uh, give the information to me since I'm already in the system-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... to go ahead and put all that in.

Speaker speaker_1: Okay. All right. And, uh, what do you need from my, uh, the spouse? It's, uh, social and birth date-

Speaker speaker_2: Uh, name-

Speaker speaker_1: And what was the... And then name?

Speaker speaker_2: Yeah. Name, social, birth date. Yes, ma'am.

Speaker speaker_1: Okay. So name is Frederick. So Fred, Eric. F-R-E-D-E-R-I-C.

Speaker speaker_2: Mm-hmm. And then same last name or different?

Speaker speaker_1: And then middle name is... Same last name.

Speaker speaker_2: Sorry, go ahead.

Speaker speaker_1: Uh, middle name is James. J-A-M-E-S.

Speaker speaker_2: Got it. And then you said same last name? Okay. And then, uh, his social? Do you have that?

Speaker speaker_1: And then, uh, well, his, his name's, uh, uh, he has a suffix. It's five.

Speaker speaker_2: Oh.

Speaker speaker_1: He's the fifth.

Speaker speaker_2: Okay.

Speaker speaker_1: So...

Speaker speaker_2: Got it. Frederick Grant V. Got it.

Speaker speaker_1: Yep. All righty. And then, uh, birth date, because I'm gonna have to go running and ask him for his social. But birthdate is, uh, um, 01/14/1988.

Speaker speaker_2: 88. Got it. And then, all right, and then, uh-

Speaker speaker_1: And then let me go-

Speaker speaker_2: ... whenever you are ready with that social.

Speaker speaker_1: ... social from him. See if he's at a stopping point with his work. Give me one second.

Speaker speaker_2: All right. And if you're unable to get that at this moment, you can always call us back with that information.

Speaker speaker_1: Yeah, no worries. He's right here. I can go ahead and get it from him. I need your social.

Speaker speaker_3: Uh, do you want me to just type it or, or do you want to say it now?

Speaker speaker_1: Just say it.

Speaker speaker_3: 6-2-3-4-

Speaker speaker_1: 6-2-3-4...

Speaker speaker_3: 0-5-4-5-9.

Speaker speaker_1: 0-4-5-9.

Speaker speaker_3: 0-5-4-5-9.

Speaker speaker_1: Wait. No. What?

Speaker speaker_3: 0-5-4-5-9.

Speaker speaker_1: 0-5-4-5-9. That was the last part.

Speaker speaker_2: Okay. 63-4-0-5-4-5-9. Got it. Okay. All-

Speaker speaker_1: All right.

Speaker speaker_2: ... right. That's all I needed to get him added onto the policy properly. Um, and that's... Yeah. That... We're good to go ahead and move forward with processing that coverage. Did you have any questions for me?

Speaker speaker_1: No, you're perfect. Uh, and that starts January 1st, correct?

Speaker speaker_2: Uh, January 6th.

Speaker speaker_1: For our coverage? January 6th. Okay. All right. Perfect.

Speaker speaker_2: All right.

Speaker speaker_1: Sounds good.

Speaker speaker_2: All right then. Well, thank you for taking the time to speak with me. You guys have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_2: All right. Mm-hmm. Bye now.