

## **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 in a Card. This is Chris. How can I help you today? Hi, Chris. My name's Todd Phillips, and I'm calling in... um, I'm a new employee of Innovative, and, uh, I haven't gotten my paperwork yet. And... but I was wanting to get some numbers. In fact, what is the name of my insurance company? Okay. So let me take a look at your file and see what you're enrolled into. Uh, you said- Okay. ... Innovative. Uh, what's the last four of your Social? 1512. Thank you. Uh, Mr. Phillips, could you verify your address and your date of birth for me please? 10/28/1965. And, and the address, sir? Oh. 12376 Campground Road, Cloverdale, Indiana, 46120. Thank you. I have a phone on file for you at -209-6298. Is that correct? Correct. All right. Uh, you're... Let's see here. And are you looking for just the name of the carrier for your medical? Um, I actually just... I, I'm in between switching... Well, anyway, I have insurance, but anyway, I just... I really need new glasses. I don't have insurance for that. Okay. But with- Okay. ... with you guys, but that other I do, so I need... That's really all I need and I can wait on the paperwork for the rest of all everything. Okay, so you, you more so need the information for your vision coverage? Correct. Please. Okay. Thank you. Uh, yeah, no problem. I actually should be able to email you a copy of your vision ID card, um, to go ahead and get that over to you as quickly as possible. Um- Well, I should... Yeah, I won't need it till tomorrow, but if you could get it to me, that would be awesome. Yeah, we can get that done for you. Can you confirm, we have your email on file as hap8822@gmail.com? Correct. All right. Yeah, I, I should be able to pull up a copy of the vision card, email that directly on over to you. This email will be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may... it might have gotten filtered there. Uh- Sure. But that'll have like who your insurance carrier's through, um, and all that kind of information as well. That sounds really good. All right then, Mr. Phillips. Was there anything else I could help you with? Um, you just have a good day. Same to you, sir. Thanks again for calling. Bye now. Thank you. Bye.

### **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, Chris. My name's Todd Phillips, and I'm calling in... um, I'm a new employee of Innovative, and, uh, I haven't gotten my paperwork yet. And... but I was wanting

to get some numbers. In fact, what is the name of my insurance company?

Speaker speaker\_1: Okay. So let me take a look at your file and see what you're enrolled into. Uh, you said-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... Innovative. Uh, what's the last four of your Social?

Speaker speaker\_2: 1512.

Speaker speaker\_1: Thank you. Uh, Mr. Phillips, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 10/28/1965.

Speaker speaker\_1: And, and the address, sir?

Speaker speaker\_2: Oh. 12376 Campground Road, Cloverdale, Indiana, 46120.

Speaker speaker\_1: Thank you. I have a phone on file for you at -209-6298. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. Uh, you're... Let's see here. And are you looking for just the name of the carrier for your medical?

Speaker speaker\_2: Um, I actually just... I, I'm in between switching... Well, anyway, I have insurance, but anyway, I just... I really need new glasses. I don't have insurance for that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: But with-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... with you guys, but that other I do, so I need... That's really all I need and I can wait on the paperwork for the rest of all everything.

Speaker speaker\_1: Okay, so you, you more so need the information for your vision coverage?

Speaker speaker\_2: Correct. Please.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Uh, yeah, no problem. I actually should be able to email you a copy of your vision ID card, um, to go ahead and get that over to you as quickly as possible. Um-

Speaker speaker\_2: Well, I should... Yeah, I won't need it till tomorrow, but if you could get it to me, that would be awesome.

Speaker speaker\_1: Yeah, we can get that done for you. Can you confirm, we have your email on file as hap8822@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. Yeah, I, I should be able to pull up a copy of the vision card, email that directly on over to you. This email will be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may... it might have gotten filtered there. Uh-

Speaker speaker\_2: Sure.

Speaker speaker\_1: But that'll have like who your insurance carrier's through, um, and all that kind of information as well.

Speaker speaker\_2: That sounds really good.

Speaker speaker\_1: All right then, Mr. Phillips. Was there anything else I could help you with?

Speaker speaker\_2: Um, you just have a good day.

Speaker speaker\_1: Same to you, sir. Thanks again for calling. Bye now.

Speaker speaker\_2: Thank you. Bye.