

Transcript: Chris Sofield

(deactivated)-4591168748306432-6452768736329728

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey. I was calling because, um, I was w- well, I recently started this job, and I have benefits, but I haven't received a card yet, and so I was calling to see if you all could give me my member ID or something. Yeah, should be no problem. Uh, what staffing company do you work with? Uh, MAU. Thank you. And the last four of your social? 3769. Is it 3769? Yes. Okay, and your first and last name? Amaya Parks. Thank you. Could you verify your address and your date of birth for me please? Um, 531 Road, Griffin, Georgia 30224, and my date of birth is January 16th, 2001. Thank you. We have a phone number on file for you at 706-601-5609. Is that correct? Correct. And an email on file of maleaparks@gmail.com? Yes. Okay, one moment. All right, and have you received any of your ID cards at all? I have not. Okay, um, what I can do for you then, ma'am, is I should be able to pull up copies of all of your ID cards directly, and, uh- Okay. ... email them on over to you. That way, we can go ahead and get that information out to you as quickly as possible. Um- Okay. ... one moment while I work on getting all this set up here, okay? Okay. All right, which... There we go. Okay, so yeah, I am able to go ahead and pull up the copies of the ID cards. Um, the, uh- Mm-hmm. I'll go ahead and work on getting those sent out to you. Uh, these, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should be getting this in just a couple of minutes here, okay? Okay. All right. Was there anything else I might be able to help you with? Um, no, that was, that was all. Let me see. All right then. All right, well, if that's everything, ma'am, thanks again for calling and you have a wonderful day. You too. Thank you. You're welcome. Bye now. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey. I was calling because, um, I was w- well, I recently started this job, and I have benefits, but I haven't received a card yet, and so I was calling to see if you all could give me my member ID or something.

Speaker speaker_0: Yeah, should be no problem. Uh, what staffing company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: Thank you. And the last four of your social?

Speaker speaker_1: 3769.

Speaker speaker_0: Is it 3769?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and your first and last name?

Speaker speaker_1: Amaya Parks.

Speaker speaker_0: Thank you. Could you verify your address and your date of birth for me please?

Speaker speaker_1: Um, 531 Road, Griffin, Georgia 30224, and my date of birth is January 16th, 2001.

Speaker speaker_0: Thank you. We have a phone number on file for you at 706-601-5609. Is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: And an email on file of maleaparks@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, one moment. All right, and have you received any of your ID cards at all?

Speaker speaker_1: I have not.

Speaker speaker_0: Okay, um, what I can do for you then, ma'am, is I should be able to pull up copies of all of your ID cards directly, and, uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... email them on over to you. That way, we can go ahead and get that information out to you as quickly as possible. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... one moment while I work on getting all this set up here, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right, which... There we go. Okay, so yeah, I am able to go ahead and pull up the copies of the ID cards. Um, the, uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I'll go ahead and work on getting those sent out to you. Uh, these, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should be getting this in just a

couple of minutes here, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else I might be able to help you with?

Speaker speaker_1: Um, no, that was, that was all. Let me see.

Speaker speaker_0: All right then. All right, well, if that's everything, ma'am, thanks again for calling and you have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: You're welcome. Bye now.

Speaker speaker_1: Bye.