

## **Transcript: Chris Sofield**

**(deactivated)-4618233926696960-4559565512294400**

### **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. This is Ashley. I was wondering when I would be mailed out my insurance cards, or if someone could email those to me. Um, I'm needing those because I got referred to a GI specialist, and I can't make the appointment without it. Okay. What staffing company do you work with? Crown Services. And the last four of your Social? 9621. Thank you. And Ashley, what's your last name? Lyons. L-Y-O-N-S. Thank you, Ms. Lyons. Could you verify your address and your date of birth for me? Um, 2200 Denville Drive, Apartment 9, Hopkinsville, Kentucky, 42240, 12/15/88. Thank you. Uh, we have a phone number on file for you at 931-801-2869. Is that correct? Yes, sir. All right, and we have an email as ashleynicol Lyons88 at gmail.com. Is that also correct? Yes, sir. Thank you. Um, looks like, based on what I'm seeing here, your insurance cards should arrive, uh, this week or next week. Um, but what we should be able to also do is email a copy of the ID card directly to you, to go ahead and get you that information as quickly as possible. One moment. Okay, I'll greatly appreciate that. No problem. Okay, yeah. So it does look like that cop- that email copy is available, so I'll go ahead and send that on over to you. This is going to come from info@benefitsinacard.com. Okay. Now, if you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, you should be getting this email in just a couple of minutes here. Okay? Okay. All right. Ms. Lyons, was there anything else I could help you with? Um, nope, that would be it. All right. Well, if that is everything, thanks again for calling and you have a wonderful day. You too.

### **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. This is Ashley. I was wondering when I would be mailed out my insurance cards, or if someone could email those to me. Um, I'm needing those because I got referred to a GI specialist, and I can't make the appointment without it.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Crown Services.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9621.

Speaker speaker\_1: Thank you. And Ashley, what's your last name?

Speaker speaker\_2: Lyons. L-Y-O-N-S.

Speaker speaker\_1: Thank you, Ms. Lyons. Could you verify your address and your date of birth for me?

Speaker speaker\_2: Um, 2200 Denville Drive, Apartment 9, Hopkinsville, Kentucky, 42240, 12/15/88.

Speaker speaker\_1: Thank you. Uh, we have a phone number on file for you at 931-801-2869. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right, and we have an email as ashleynicol Lyons88 at gmail.com. Is that also correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. Um, looks like, based on what I'm seeing here, your insurance cards should arrive, uh, this week or next week. Um, but what we should be able to also do is email a copy of the ID card directly to you, to go ahead and get you that information as quickly as possible. One moment.

Speaker speaker\_2: Okay, I'll greatly appreciate that.

Speaker speaker\_1: No problem. Okay, yeah. So it does look like that cop- that email copy is available, so I'll go ahead and send that on over to you. This is going to come from info@benefitsinacard.com.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, if you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, you should be getting this email in just a couple of minutes here. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Ms. Lyons, was there anything else I could help you with?

Speaker speaker\_2: Um, nope, that would be it.

Speaker speaker\_1: All right. Well, if that is everything, thanks again for calling and you have a wonderful day.

Speaker speaker\_2: You too.