

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 on a Card, this is Chris. How can I help you today? Hi, Chris. This is Alicia at APL. How are you doing this afternoon? I'm doing all right, Alicia, and yourself? I'm doing well, thank you. Listen, I've got an email from Francesca for an... a card to be mailed to a member, and I've got a different address than what she listed and it looks like it's been changed recently. Is there any way that I can verify that? Yeah. Uh, what's the... what's this member's name? It's Lakesha, L-A-K-E-S-H-A. Last name Walker, W-A-L-K-E-R. She's with Hamilton Riker. Okay. And then... Let's, uh, let's see here. Last four social? Yeah, that and date of birth. Uh, social is 4098. Let me go back to a different screen for date of birth. Date of birth's 7-7-85. Okay. And what address do you have? So, in our system we have the 809 Old Highway 16 East in Canton, Mississippi. Mm-hmm. And then in the notes, I was checking, it looks like we received, um, or it's been... Address 1, uh, 10, uh, 2, 2... 21. Oh, let me try all that again. 2112 Robinson Street- Mm-hmm. ... and Jackson, Mississippi 39209. But the address that Francesca put on the email was 147 Links Drive, Apartment 44K, Canton, Mississippi 39046. Okay. Yeah, I see where the confusion may have been. All right. So, um, the address that we originally got was the Old Highway 16. Mm-hmm. At some point it got, uh, it was changed to the, uh, Robinson Street. But it looks like Francesca spoke with Ms. Walker today for copies of the ID cards and, uh, Links Drive is the I- is the address that Ms. Walker herself gave us. So Links Drive- Okay. ... should be your exact address. That's what I just wanted to make sure. No problem. I was like- Anything else? ... I'd be happy to send it, just don't... I'm not sure where. Yeah, I'll get that taken care of. All right. Awesome. Thank, thank you, Chris. All right then. And I appreciate it. No problem. Thanks for calling. Have a good one. You too. Thank you. Bye-bye. Mm. 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 on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. This is Alicia at APL. How are you doing this afternoon?

Speaker speaker_1: I'm doing all right, Alicia, and yourself?

Speaker speaker_2: I'm doing well, thank you. Listen, I've got an email from Francesca for an... a card to be mailed to a member, and I've got a different address than what she listed

and it looks like it's been changed recently. Is there any way that I can verify that?

Speaker speaker_1: Yeah. Uh, what's the... what's this member's name?

Speaker speaker_2: It's Lakesha, L-A-K-E-S-H-A. Last name Walker, W-A-L-K-E-R. She's with Hamilton Riker.

Speaker speaker_1: Okay. And then... Let's, uh, let's see here.

Speaker speaker_2: Last four social?

Speaker speaker_1: Yeah, that and date of birth.

Speaker speaker_2: Uh, social is 4098. Let me go back to a different screen for date of birth. Date of birth's 7-7-85.

Speaker speaker_1: Okay. And what address do you have?

Speaker speaker_2: So, in our system we have the 809 Old Highway 16 East in Canton, Mississippi.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then in the notes, I was checking, it looks like we received, um, or it's been... Address 1, uh, 10, uh, 2, 2... 21. Oh, let me try all that again. 2112 Robinson Street-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and Jackson, Mississippi 39209. But the address that Francesca put on the email was 147 Links Drive, Apartment 44K, Canton, Mississippi 39046.

Speaker speaker_1: Okay. Yeah, I see where the confusion may have been. All right. So, um, the address that we originally got was the Old Highway 16.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: At some point it got, uh, it was changed to the, uh, Robinson Street. But it looks like Francesca spoke with Ms. Walker today for copies of the ID cards and, uh, Links Drive is the I- is the address that Ms. Walker herself gave us. So Links Drive-

Speaker speaker_2: Okay.

Speaker speaker_1: ... should be your exact address.

Speaker speaker_2: That's what I just wanted to make sure.

Speaker speaker_1: No problem.

Speaker speaker_2: I was like-

Speaker speaker_1: Anything else?

Speaker speaker_2: ... I'd be happy to send it, just don't... I'm not sure where. Yeah, I'll get that taken care of.

Speaker speaker_1: All right. Awesome.

Speaker speaker_2: Thank, thank you, Chris.

Speaker speaker_1: All right then.

Speaker speaker_2: And I appreciate it.

Speaker speaker_1: No problem. Thanks for calling. Have a good one.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Mm. Bye now.