

## **Transcript: Chris Sofield**

**(deactivated)-4645157985009664-6127299659251712**

### **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? Hey, Chris. Um, I'm just calling to request a digital ID card for my dental plan. Okay. What staffing company do you work with? Uh, with Oxford Consulting. And the last four of your Social? 8480. And your first and last name? First name is A-M-A-Y-A, and then last name is R-E-D-O-N-D-O. Okay. Can you verify your address and your date of birth for me please? Yep. The address is 6000 Artesia Circle, Unit 6212, Franklin, Tennessee 37067. And then date of birth is 11/22/95. Thank you. And then we have a phone on file for you at 734-358-2914. Is that correct? Yeah. That's correct. All right. And an email of amayarodondo@gmail.com? Yep. That's correct. All right. Now, Ms. Redondo, I do have one final question for you, um, because our system shows it looks like you have more of a last name past Redondo- Yeah. ... uh, that would show up on the ID card. I just wanted to make sure that that was all correct as well. Yeah. That's fine. Does it show Redondo de la Paz-Chang? Yes. It does. Okay. Yeah. That's perfect. Okay. Yeah. We just want... I just wanted to make sure that we had your name on the file as accurate as possible. Um, okay. Yeah. Thanks for confirming. Let me check. Let me... No problem. Let me go ahead and check to see if that digital copy is available. Okay. Looks like it is. All right. So yeah, I should be able to go ahead and email this on over to you. Uh, you should be receiving this email in just a couple of minutes here. This will be coming from info@benefitsandacard.com. Okay. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, was there anything else I can help you with? Nope. That was all. Thanks so much. No problem. Thanks again for calling and have a wonderful day. Thank you. You too. You're welcome. Bye now. 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: Hey, Chris. Um, I'm just calling to request a digital ID card for my dental plan.

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

Speaker speaker\_2: Uh, with Oxford Consulting.

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

Speaker speaker\_2: 8480.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: First name is A-M-A-Y-A, and then last name is R-E-D-O-N-D-O.

Speaker speaker\_1: Okay. Can you verify your address and your date of birth for me please?

Speaker speaker\_2: Yep. The address is 6000 Artesia Circle, Unit 6212, Franklin, Tennessee 37067. And then date of birth is 11/22/95.

Speaker speaker\_1: Thank you. And then we have a phone on file for you at 734-358-2914. Is that correct?

Speaker speaker\_2: Yeah. That's correct.

Speaker speaker\_1: All right. And an email of amayarodondo@gmail.com?

Speaker speaker\_2: Yep. That's correct.

Speaker speaker\_1: All right. Now, Ms. Redondo, I do have one final question for you, um, because our system shows it looks like you have more of a last name past Redondo-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... uh, that would show up on the ID card. I just wanted to make sure that that was all correct as well.

Speaker speaker\_2: Yeah. That's fine. Does it show Redondo de la Paz-Chang?

Speaker speaker\_1: Yes. It does.

Speaker speaker\_2: Okay. Yeah. That's perfect.

Speaker speaker\_1: Okay. Yeah. We just want... I just wanted to make sure that we had your name on the file as accurate as possible. Um, okay.

Speaker speaker\_2: Yeah. Thanks for confirming.

Speaker speaker\_1: Let me check. Let me... No problem. Let me go ahead and check to see if that digital copy is available.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Looks like it is. All right. So yeah, I should be able to go ahead and email this on over to you. Uh, you should be receiving this email in just a couple of minutes here. This will be coming from info@benefitsandacard.com.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, was there anything else I can help you with?

Speaker speaker\_2: Nope. That was all. Thanks so much.

Speaker speaker\_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: You're welcome. Bye now.

Speaker speaker\_2: Bye.