

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benet... Card. This is Bruce. How can I assist you today? Sorry, you're kind of breaking up for a little bit. Um- Yeah. ... I am new to this program through Creative Circle, and I do not have a physical insurance card yet, and I don't know when that's being sent or how I receive that. Okay. Let me, let me pull your file up and see what's going on. Uh, what's the last four of your social? 3630. Your first and last name? Adrienne, A-D-R-I-E-N. Maroney, M-A-R-O-N-E-Y. Thank you. Mr. Maroney, could you verify your address and date of birth for me please? 5715 Station Line Drive, Arlington 76017. And what was the other thing? Date of birth? Yes, ma'am. Date of birth. Oh. 5/4/78. Thank you. You have a phone on file of 817-706-4375. Is that correct? Yes. And an email of paxtonmaroney@icloud.com? Yes. Thank you, ma'am. All right. So, let's see here. Uh, so the plan that you enrolled into, they don't send a physical copy of the ID card by default. Um, they would send a digital copy to, to your email address. Did you ever receive the digital copy? Uh, no, and I've clicked that button that says, "Email me a copy," and it doesn't do anything. Mm-hmm. I'll definitely bring that up to our IT teams to see if they can correct that. But I should be able to pull up the copy of the ID card and send it to you, and then send a request to American Public Life, the insurance carrier, to have them send a physical copy to you. That'd be great 'cause I'm about to go pick up a prescription and I have no card on me. Right. Definitely understand that. So yeah, what we'll do then is we'll email the copy of the ID card to you. That'll have the information you should need for that and you'll get that in just a couple of minutes. Um- Okay. ... sending from info@benefitsinacard.com. If you don't see it in your inbox, check your spam folder. Might have gotten- Okay. ... uh, filtered there. And then, uh, as far as the physical copy, that should arrive at about 7 to 10 business days. I have a question. Um, I thought... I do have a card, but I thought it was just a vision card. Um, I could be wrong. The top says member and the bottom says vision coverage employee. Yes. That would just be your vision card. Okay, that's what I thought. I figured it was separate. Okay. Okay, well, I will wait for that email before I go pick up a... that prescription. Thank you so much. No problem. Was there anything else? That's it. All right. Thanks again for calling and have a wonderful day. You too. Bye-bye. Goodbye now.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benet... Card. This is Bruce. How can I assist you today?

Speaker speaker\_1: Sorry, you're kind of breaking up for a little bit. Um-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... I am new to this program through Creative Circle, and I do not have a physical insurance card yet, and I don't know when that's being sent or how I receive that.

Speaker speaker\_0: Okay. Let me, let me pull your file up and see what's going on. Uh, what's the last four of your social?

Speaker speaker\_1: 3630.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Adrien, A-D-R-I-E-N. Maroney, M-A-R-O-N-E-Y.

Speaker speaker\_0: Thank you. Mr. Maroney, could you verify your address and date of birth for me please?

Speaker speaker\_1: 5715 Station Line Drive, Arlington 76017. And what was the other thing? Date of birth?

Speaker speaker\_0: Yes, ma'am. Date of birth.

Speaker speaker\_1: Oh. 5/4/78.

Speaker speaker\_0: Thank you. You have a phone on file of 817-706-4375. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And an email of paxtonmaroney@icloud.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you, ma'am. All right. So, let's see here. Uh, so the plan that you enrolled into, they don't send a physical copy of the ID card by default. Um, they would send a digital copy to, to your email address. Did you ever receive the digital copy?

Speaker speaker\_1: Uh, no, and I've clicked that button that says, "Email me a copy," and it doesn't do anything.

Speaker speaker\_0: Mm-hmm. I'll definitely bring that up to our IT teams to see if they can correct that. But I should be able to pull up the copy of the ID card and send it to you, and then send a request to American Public Life, the insurance carrier, to have them send a physical copy to you.

Speaker speaker\_1: That'd be great 'cause I'm about to go pick up a prescription and I have no card on me.

Speaker speaker\_0: Right. Definitely understand that. So yeah, what we'll do then is we'll email the copy of the ID card to you. That'll have the information you should need for that and you'll get that in just a couple of minutes. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... sending from info@benefitsinacard.com. If you don't see it in your inbox, check your spam folder. Might have gotten-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... uh, filtered there. And then, uh, as far as the physical copy, that should arrive at about 7 to 10 business days.

Speaker speaker\_1: I have a question. Um, I thought... I do have a card, but I thought it was just a vision card. Um, I could be wrong. The top says member and the bottom says vision coverage employee.

Speaker speaker\_0: Yes. That would just be your vision card.

Speaker speaker\_1: Okay, that's what I thought. I figured it was separate. Okay. Okay, well, I will wait for that email before I go pick up a... that prescription. Thank you so much.

Speaker speaker\_0: No problem. Was there anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Goodbye now.