

## **Transcript: Chris Sofield**

**(deactivated)-4769496312791040-5101283006169088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? I was calling... I was recently sent a email from you all, and it was supposed to be an email of my insurance card, but I'm not able to see it. Okay. So, the email that you received, does it have any PDF file attachments on it? No, I can see it now. My bad. All right, have a good day, sir. I just can't do it. Okay, thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: I was calling... I was recently sent a email from you all, and it was supposed to be an email of my insurance card, but I'm not able to see it.

Speaker speaker\_1: Okay. So, the email that you received, does it have any PDF file attachments on it?

Speaker speaker\_2: No, I can see it now. My bad.

Speaker speaker\_1: All right, have a good day, sir.

Speaker speaker\_2: I just can't do it. Okay, thank you.