

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 in a Card. This is Chris. How can I help you today? Hi, Mr. Chris. How you doing? I'm doing all right, ma'am. And yourself? I'm fine, thank you. Uh, my name is, uh, Rukaya Woods. I'm calling... I'm an employee from The Resource. Okay. I just have my spot here. I have my card and the card is, uh, is this written on, "Vision" on it. I don't know whether... Okay. So by card, do you mean your insurance ID card? Yes. And, and it's written on... There's a "Vision" written on it. Is this only for vision or for any of the basic or any other, um- So the, the card should say- ... like that I can... Whatever the card says it is for is... Like, that's all that it's going to be for. So if it says it's for vision, it's only going to be used for vision. If it says it's for medical- Mm-hmm. ... it's for medical. Yeah. If it says it's for dental, it's for dental, and so on and so forth. Mm-hmm. Yeah. And is this only for vision? Yes. If the card that you're, that you're looking at says "Vision," then it's only going to be for vision. Okay. A- a- and how do I get the other cards? Okay. Let me, let me pull your file up and see what, uh- Oh. ... what other cards you should be getting. What's the last four of your social? It's 9852. 9850? 9852. 98-52. 52. Okay. Excuse me. No. And I'm sorry, you said you were with The Resource Company? Yeah. Resource, uh, Agency, yeah. Okay. And your first and last name? Uh, Rukaya. The first name, R-U-K-A-Y-A. And last name is Woods. W-O-O-D-S. Thank you. Ms. Woods, could you verify your address and your date of birth, please? Right. 1521 Bridleford Parkway, Apartment 8D, Greensboro, North Carolina 27407. Birth... Date of birth is 12/25/70. Okay. Thank you. And then, um, we have a phone number on file for you at 457-3042. 336... Is that correct? Y- y- yes, please. That's what I'm just returning. Okay. And an email of rukaya3136@gmail.com? Yes. Yes, please. Okay. So you said you have your vision card, you just need your medical and dental cards? Yeah. The medical, I think, is important more than the- Okay. Yeah. Okay. So- I need the medical and the dental. Okay. So what we can do then... Um, I can go ahead and pull up those... Uh, should be able to pull up those copies of the dental and medical cards and email them directly on over to you to go ahead and get them to you as quickly as possible. Okay. All right. Um, this, this email will be coming from info@benefitsinacard.com. If you don't see this- Okay. ... in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this email in just a couple of minutes here. Okay? Okay. Thank you so much. You're welcome. I- Was there anything else I could help you with? Yeah, no. Thank you. I so appreciate it. You're welcome. Thank you for calling and have a wonderful day. Thanks as well. Thank you. Mm-hmm. Bye now. Bye-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: Hi, Mr. Chris. How you doing?

Speaker speaker_1: I'm doing all right, ma'am. And yourself?

Speaker speaker_2: I'm fine, thank you. Uh, my name is, uh, Rukaya Woods. I'm calling... I'm an employee from The Resource.

Speaker speaker_1: Okay.

Speaker speaker_2: I just have my spot here. I have my card and the card is, uh, is this written on, "Vision" on it. I don't know whether...

Speaker speaker_1: Okay. So by card, do you mean your insurance ID card?

Speaker speaker_2: Yes. And, and it's written on... There's a "Vision" written on it. Is this only for vision or for any of the basic or any other, um-

Speaker speaker_1: So the, the card should say-

Speaker speaker_2: ... like that I can...

Speaker speaker_1: Whatever the card says it is for is... Like, that's all that it's going to be for. So if it says it's for vision, it's only going to be used for vision. If it says it's for medical-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it's for medical.

Speaker speaker_2: Yeah.

Speaker speaker_1: If it says it's for dental, it's for dental, and so on and so forth.

Speaker speaker_2: Mm-hmm. Yeah. And is this only for vision?

Speaker speaker_1: Yes. If the card that you're, that you're looking at says "Vision," then it's only going to be for vision.

Speaker speaker_2: Okay. A- a- and how do I get the other cards?

Speaker speaker_1: Okay. Let me, let me pull your file up and see what, uh-

Speaker speaker_2: Oh.

Speaker speaker_1: ... what other cards you should be getting. What's the last four of your social?

Speaker speaker_2: It's 9852.

Speaker speaker_1: 9850?

Speaker speaker_2: 9852. 98-52.

Speaker speaker_1: 52. Okay. Excuse me.

Speaker speaker_2: No.

Speaker speaker_1: And I'm sorry, you said you were with The Resource Company?

Speaker speaker_2: Yeah. Resource, uh, Agency, yeah.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Uh, Rukaya. The first name, R-U-K-A-Y-A. And last name is Woods. W-O-O-D-S.

Speaker speaker_1: Thank you. Ms. Woods, could you verify your address and your date of birth, please?

Speaker speaker_2: Right. 1521 Bridleford Parkway, Apartment 8D, Greensboro, North Carolina 27407. Birth... Date of birth is 12/25/70.

Speaker speaker_1: Okay. Thank you. And then, um, we have a phone number on file for you at 457-3042.

Speaker speaker_2: 336...

Speaker speaker_1: Is that correct?

Speaker speaker_2: Y- y- yes, please. That's what I'm just returning.

Speaker speaker_1: Okay. And an email of rukaya3136@gmail.com?

Speaker speaker_2: Yes. Yes, please.

Speaker speaker_1: Okay. So you said you have your vision card, you just need your medical and dental cards?

Speaker speaker_2: Yeah. The medical, I think, is important more than the-

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So-

Speaker speaker_2: I need the medical and the dental.

Speaker speaker_1: Okay. So what we can do then... Um, I can go ahead and pull up those... Uh, should be able to pull up those copies of the dental and medical cards and email them directly on over to you to go ahead and get them to you as quickly as possible.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Um, this, this email will be coming from info@benefitsinacard.com. If you don't see this-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this email in just a couple of minutes here. Okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome.

Speaker speaker_2: I-

Speaker speaker_1: Was there anything else I could help you with?

Speaker speaker_2: Yeah, no. Thank you. I so appreciate it.

Speaker speaker_1: You're welcome. Thank you for calling and have a wonderful day.

Speaker speaker_3: Thanks as well. Thank you.

Speaker speaker_1: Mm-hmm. Bye now. Bye-bye.