

Transcript: Chris Sofield

(deactivated)-4835059433947136-5066804057292800

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? Yes. Hello, Chris. My name is Christopher Easily, and, um, I have a t- I have a temp job, um, through... I'm employed through Spike Saafi. And I have insurance, but I haven't got my insurance card yet, so I called them and they gave me the number to call you guys to see what's the holdup. O- okay. What is the last four of your Social so I can locate your file, sir? 6144. Okay. All right, Mr. Easily. Could you verify your address and date of birth for me, please? Uh, address is 2043 North 28th Street, Milwaukee, Wisconsin, 53208. Date of birth, April 16th, 1987. Thank you. Phone on file 414-552-0800. Is that correct? Yes, sir. And email of c_easily1987@Yahoo.com? Yes, sir. All right, one moment. Okay, so what it could be is that the medical policy that you enrolled into, they typically send the initial ID card for that via email. They don't send a physical copy by default. Um, with that being said, it is possible given the timeframe, which, uh, it should have arrived somewhere around three, almost four weeks ago at this point. Um, it's possible that it went to spam or accidentally got deleted. Um, in that case, what I'm going to do for you, just to make sure that you have the information you need, I'll go ahead and send another copy of the ID card to your email address. Uh, this copy will be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, this should be showing up in the next couple of minutes here. Okay? Okay. Thank you, sir. You're welcome. Anything else? No, that's it, sir. All right. Thanks again for calling and have a good day. You too. Bye-bye. Goodbye 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes. Hello, Chris. My name is Christopher Easily, and, um, I have a t- I have a temp job, um, through... I'm employed through Spike Saafi. And I have insurance, but I haven't got my insurance card yet, so I called them and they gave me the number to call you guys to see what's the holdup.

Speaker speaker_1: O- okay. What is the last four of your Social so I can locate your file, sir?

Speaker speaker_2: 6144.

Speaker speaker_1: Okay. All right, Mr. Easily. Could you verify your address and date of birth for me, please?

Speaker speaker_2: Uh, address is 2043 North 28th Street, Milwaukee, Wisconsin, 53208. Date of birth, April 16th, 1987.

Speaker speaker_1: Thank you. Phone on file 414-552-0800. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And email of c_easily1987@Yahoo.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, one moment. Okay, so what it could be is that the medical policy that you enrolled into, they typically send the initial ID card for that via email. They don't send a physical copy by default. Um, with that being said, it is possible given the timeframe, which, uh, it should have arrived somewhere around three, almost four weeks ago at this point. Um, it's possible that it went to spam or accidentally got deleted. Um, in that case, what I'm going to do for you, just to make sure that you have the information you need, I'll go ahead and send another copy of the ID card to your email address. Uh, this copy will be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, this should be showing up in the next couple of minutes here. Okay?

Speaker speaker_2: Okay. Thank you, sir.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, that's it, sir.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Goodbye now.