

## **Transcript: Chris Sofield**

**(deactivated)-4905468890136576-6172037565857792**

### **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, Chris. My name is Ashley Harris. Um, I can't seem to find any email containing my insurance information, um, for me and my children. I was just calling to see if you would be able to give me those numbers over the phone or if you could send that email for me. Okay. What staffing company do you work with? Partners Personnel. And the last four of your Social? 5445. All right. Ms. Harris, could you verify your address and your date of birth for me please? My date of birth is 05-29-1985. And the address is 1820 Highway... Highway 20 or Highway 138? Um, let me check on just a second. Highway 20 Southeast Fleet One 14 PMB 122 Conyers, Georgia 33013. Thank you. We have a phone on file for you at 404-955-9358. Is that correct? That is still correct. Yes. And an email of harrisashley678@gmail.com. Is that correct? That is still correct. Yes. Okay. One moment. Okay. So, it does look like those ID cards are available to send out, so I'll go ahead and get that set up for you. You should receive these ID cards via email in just a couple of minutes here. These will come from info@benefitsatacard.com. If you don't see these in your inbox, just check your spam folder. It might have gotten filtered there. Okay? Thank you so much. No problem. Anything else? That'll do it. Appreciate you. You're welcome. Thanks again for calling and have a good day. Thanks. You too. Bye-bye. Bye 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: Hi, Chris. My name is Ashley Harris. Um, I can't seem to find any email containing my insurance information, um, for me and my children. I was just calling to see if you would be able to give me those numbers over the phone or if you could send that email for me.

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

Speaker speaker\_2: Partners Personnel.

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

Speaker speaker\_2: 5445.

Speaker speaker\_1: All right. Ms. Harris, could you verify your address and your date of birth for me please?

Speaker speaker\_2: My date of birth is 05-29-1985. And the address is 1820 Highway... Highway 20 or Highway 138? Um, let me check on just a second. Highway 20 Southeast Fleet One 14 PMB 122 Conyers, Georgia 33013.

Speaker speaker\_1: Thank you. We have a phone on file for you at 404-955-9358. Is that correct?

Speaker speaker\_2: That is still correct. Yes.

Speaker speaker\_1: And an email of harrisashley678@gmail.com. Is that correct?

Speaker speaker\_2: That is still correct. Yes.

Speaker speaker\_1: Okay. One moment. Okay. So, it does look like those ID cards are available to send out, so I'll go ahead and get that set up for you. You should receive these ID cards via email in just a couple of minutes here. These will come from info@benefitsatacard.com. If you don't see these in your inbox, just check your spam folder. It might have gotten filtered there. Okay?

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: That'll do it. Appreciate you.

Speaker speaker\_1: You're welcome. Thanks again for calling and have a good day.

Speaker speaker\_2: Thanks. You too. Bye-bye.

Speaker speaker\_1: Bye now.