

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? Hello, Chris. I have a question about my plan. Okay. What staffing company do you work with, sir? Oxford. Okay. And the last four of your Social? 2961. And your first and last name? Gonzalo Vila. All right, Mr. Vila, could you verify your address and date of birth for me please? 48 Woodwin Court, 1-3-Missouri 63385 and November 7, 1979. Thank you. We have a phone number on file of 359-3412. Is that correct? That's correct. Okay... All right. And what questions did you have regarding your plan? Yeah, so last, uh, Monday, I call 'cause I saw that, uh... Monday or Tuesday, I'm not so sure. I think it was Monday. Um, because I was seeing that, um, you guys were able to start, uh, charging me, collecting the, the, the payments, and I was asking about the credentials. Uh, a colleague of you was telling me that the credentials were not gonna be issued super quick, so they, they didn't happen yet. But what I can use is the policy number, uh, and she was gonna request the policy number to be sent to me. It's been a week, I didn't receive any information about my policy number, so I'm still cannot use the, the benefits. Okay. What I can do- But what I do... Yeah. Tell me. What I can do for you, I can, uh, I can pull up copies of your ID cards and email them directly on over to you. Um, can you- Awesome. Yeah. Yeah! Uh, can you verify... It looks like we have your email on file as... Is that ilicolo@hotmail.com? That's correct. Yes. All right. So I'll go ahead and, uh, set up the request for the ID cards to be emailed out to you. This, uh- Okay. ... this email will be coming from info@benefitsinacard.com. Okay. You should receive this in just a couple of minutes, if you don't see it in your inbox, just check your spam folder. Okay? Yes. I will. Perfect. All right. Was there anything else I could help you with? No, that's all I need. Thank you. You're very welcome. Thanks for calling and have a wonderful day. Happy New Year! Bye. Happy New Year to you too. 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: Hello, Chris. I have a question about my plan.

Speaker speaker_1: Okay. What staffing company do you work with, sir?

Speaker speaker_2: Oxford.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 2961.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Gonzalo Vila.

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

Speaker speaker_2: 48 Woodwin Court, 1-3- Missouri 63385 and November 7, 1979.

Speaker speaker_1: Thank you. We have a phone number on file of 359-3412. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay... All right. And what questions did you have regarding your plan?

Speaker speaker_2: Yeah, so last, uh, Monday, I call 'cause I saw that, uh... Monday or Tuesday, I'm not so sure. I think it was Monday. Um, because I was seeing that, um, you guys were able to start, uh, charging me, collecting the, the, the payments, and I was asking about the credentials. Uh, a colleague of you was telling me that the credentials were not gonna be issued super quick, so they, they didn't happen yet. But what I can use is the policy number, uh, and she was gonna request the policy number to be sent to me. It's been a week, I didn't receive any information about my policy number, so I'm still cannot use the, the benefits.

Speaker speaker_1: Okay. What I can do-

Speaker speaker_2: But what I do... Yeah. Tell me.

Speaker speaker_1: What I can do for you, I can, uh, I can pull up copies of your ID cards and email them directly on over to you. Um, can you-

Speaker speaker_2: Awesome. Yeah. Yeah!

Speaker speaker_1: Uh, can you verify... It looks like we have your email on file as... Is that ilicolo@hotmail.com?

Speaker speaker_2: That's correct. Yes.

Speaker speaker_1: All right. So I'll go ahead and, uh, set up the request for the ID cards to be emailed out to you. This, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... this email will be coming from info@benefitsinacard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: You should receive this in just a couple of minutes, if you don't see it in your inbox, just check your spam folder. Okay?

Speaker speaker_2: Yes. I will. Perfect.

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

Speaker speaker_2: No, that's all I need. Thank you.

Speaker speaker_1: You're very welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: Happy New Year! Bye.

Speaker speaker_1: Happy New Year to you too. Bye now.