

Transcript: Chris Sofield

(deactivated)-5009159474855936-6697790493114368

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? Uh, this is Cornelius McBride. Um, I've started the insurance maybe about like a month ago at my new job, uh, and I haven't received any information or any cards or anything. Okay. What staffing company do you work with? Um, NAU. All right. And last four of your Social? 5159. Thank you. One moment. Mr. McBride, could you verify your address and your date of birth for me, please? Uh, 1044 Hancock Mill Lane, Huxtable, Georgia 30815. And you say my birth date? Uh, yes, sir. Uh, 9/15/82. Thank you. So I only have on file 706-466-2656. Is that correct? Yes. Sure. And E-mail on file is McBride793@yahoo.com? Yes. Okay. So looking at it, it looks like it just ha- um, based on the actual start date of your policy, uh, looks like your, your policy only became effective last Monday on the second, so it just has not yet been enough time for any ID cards to arrive. Um- Okay. They typically take, they typically take one to two weeks after the effective date to show up. Uh, so you should be receiving those either this week or next week. However, in, uh, in the meantime, what I can do for you is, uh, send digital copies of your ID cards to that email address on file. That way you at least have the information you need if you need to use them. Um- Okay. ... the, uh, the email that I'm going to send, this is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, you should be getting this email in just a couple of minutes here. Okay? Okay. All right. Was there anything else I could help you with? That's it. All right. Thanks again for calling and have a wonderful day. All right. Thank you. You're welcome. 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: Uh, this is Cornelius McBride. Um, I've started the insurance maybe about like a month ago at my new job, uh, and I haven't received any information or any cards or anything.

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

Speaker speaker_2: Um, NAU.

Speaker speaker_1: All right. And last four of your Social?

Speaker speaker_2: 5159.

Speaker speaker_1: Thank you. One moment. Mr. McBride, could you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, 1044 Hancock Mill Lane, Huxtable, Georgia 30815. And you say my birth date?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_2: Uh, 9/15/82.

Speaker speaker_1: Thank you. So I only have on file 706-466-2656. Is that correct?

Speaker speaker_2: Yes. Sure.

Speaker speaker_1: And E- and email on file is McBride793@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So looking at it, it looks like it just ha- um, based on the actual start date of your policy, uh, looks like your, your policy only became effective last Monday on the second, so it just has not yet been enough time for any ID cards to arrive. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: They typically take, they typically take one to two weeks after the effective date to show up. Uh, so you should be receiving those either this week or next week. However, in, uh, in the meantime, what I can do for you is, uh, send digital copies of your ID cards to that email address on file. That way you at least have the information you need if you need to use them. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the, uh, the email that I'm going to send, this is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, you should be getting this email in just a couple of minutes here. Okay?

Speaker speaker_2: Okay.

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

Speaker speaker_2: That's it.

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

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Bye now.