

## **Transcript: Chris Sofield**

**(deactivated)-5033057007747072-5085814372745216**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi. I was curious if I'm supposed to be receiving an actual insurance card. Okay. Uh, yeah, what staffing company do you work with? Doherty. And the last four of your Social? Mm, give me a minute to remember. 2677. All right. And then your first and last name? Mary Ann Brodison. Thank you, Ms. Brodison. Could you verify your address and your date of birth for me? It is 723 2nd Street Southeast, Little Falls, Minnesota. Phone number is... Oh, wait. Was it date of birth? Uh, date of birth. 6/5/1991. Thank you. Um, we have a different address on file. Could you update it? Yeah. Are you able to verify the, uh, the- Old one? ... old, old address? Yeah. Yes. 1001 5th Ave. Okay. Nope, that's not there. Now, you said the, you said the new one was 723 2nd Street? Yes. Southeast. 2nd Street Southeast. Okay. Mm-hmm. And then we have a phone number on file of 320-360-9795. Is that correct? Yes. And mbrodison@gmail.com is the email address on file? Yes. All right, so yes. You would have received ID cards by the end of this week. However, given that the old address was still on file when your enrollment went through, um, they would have gone to your old address. Uh, what I can do for you is I can grab... I should be able to grab copies of the ID cards and email them on over to you to get that information to you as quickly as possible. Okay? Oh, that would be great. All right. One moment. Okay. Found it. Oh. Mm. Okay. Yeah, so it does look like those cards should be available so I'm gonna go ahead and work on getting that, that email set up and sent out to you. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. And you should be getting this email within the next couple of minutes here. Okay? Okay. Thank you. You're welcome. Uh, was there anything else I could help you with for right now, ma'am? No. That was it. All right. Well, if that's everything, thanks again for calling and you have a wonderful day. You too. Bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi. I was curious if I'm supposed to be receiving an actual insurance card.

Speaker speaker\_0: Okay. Uh, yeah, what staffing company do you work with?

Speaker speaker\_1: Doherty.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Mm, give me a minute to remember. 2677.

Speaker speaker\_0: All right. And then your first and last name?

Speaker speaker\_1: Mary Ann Brodison.

Speaker speaker\_0: Thank you, Ms. Brodison. Could you verify your address and your date of birth for me?

Speaker speaker\_1: It is 723 2nd Street Southeast, Little Falls, Minnesota. Phone number is... Oh, wait. Was it date of birth?

Speaker speaker\_0: Uh, date of birth.

Speaker speaker\_1: 6/5/1991.

Speaker speaker\_0: Thank you. Um, we have a different address on file.

Speaker speaker\_1: Could you update it?

Speaker speaker\_0: Yeah. Are you able to verify the, uh, the-

Speaker speaker\_1: Old one?

Speaker speaker\_0: ... old, old address? Yeah.

Speaker speaker\_1: Yes. 1001 5th Ave.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Nope, that's not there.

Speaker speaker\_0: Now, you said the, you said the new one was 723 2nd Street?

Speaker speaker\_1: Yes. Southeast.

Speaker speaker\_0: 2nd Street Southeast. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then we have a phone number on file of 320-360-9795. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And mbrodison@gmail.com is the email address on file?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, so yes. You would have received ID cards by the end of this week. However, given that the old address was still on file when your enrollment went through, um, they would have gone to your old address. Uh, what I can do for you is I can grab... I should be able to grab copies of the ID cards and email them on over to you to get

that information to you as quickly as possible. Okay?

Speaker speaker\_1: Oh, that would be great.

Speaker speaker\_0: All right. One moment.

Speaker speaker\_1: Okay. Found it. Oh. Mm.

Speaker speaker\_0: Okay. Yeah, so it does look like those cards should be available so I'm gonna go ahead and work on getting that, that email set up and sent out to you. Uh, this email will be coming from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. And you should be getting this email within the next couple of minutes here. Okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Uh, was there anything else I could help you with for right now, ma'am?

Speaker speaker\_1: No. That was it.

Speaker speaker\_0: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye now.