

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, I need to get my cards. I have insurance through Morales Group with you guys, and I need to get my card sent to my house. Okay. Or my dad's house. Okay. Uh, what's the last four of your Social, sir? 8454. And your first and last name? Justin Anderson. Thank you. Mr. Anderson, can you verify your address and your date of birth for me? 2371 North 26th Street, Apartment 4, Lafayette, Indiana, 47904. Okay. We have a different address on file. We have one in Kingman. 1431 West 700 South Kingman, Indiana, 47952. Okay. Is that the address that any ID cards need to go to or is it the other one that you read off? The 1431, please. So, okay, so the one in Kingman is where they need to go? Yes. Okay, just, just wanting to make sure. All right, um, so then, yeah, just in the future, if you ever do need to, uh, give us a call, just make sure you verify that address. And then your date of birth? 8/26/92. Thank you. Um, okay. Yeah. So whenever- when your policies do become effective, which should be the Monday following the first deduction outta your check, um, any ID cards will be sent to the, uh, e- to the address that is on file. So it will, they will go to the Kingman address. So when do you think that should happen, because I really haven't looked at my checks so... That's gonna be up to Morales' payroll team. We're not involved in that. Okay. I'll just ask them when I get there. All right. Anything else? Nothing. I appreciate it. No problem. Thanks for calling and have a good day. Thank you. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, I need to get my cards. I have insurance through Morales Group with you guys, and I need to get my card sent to my house.

Speaker speaker_0: Okay.

Speaker speaker_1: Or my dad's house.

Speaker speaker_0: Okay. Uh, what's the last four of your Social, sir?

Speaker speaker_1: 8454.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Justin Anderson.

Speaker speaker_0: Thank you. Mr. Anderson, can you verify your address and your date of birth for me?

Speaker speaker_1: 2371 North 26th Street, Apartment 4, Lafayette, Indiana, 47904.

Speaker speaker_0: Okay. We have a different address on file. We have one in Kingman.

Speaker speaker_1: 1431 West 700 South Kingman, Indiana, 47952.

Speaker speaker_0: Okay. Is that the address that any ID cards need to go to or is it the other one that you read off?

Speaker speaker_1: The 1431, please.

Speaker speaker_0: So, okay, so the one in Kingman is where they need to go?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, just, just wanting to make sure. All right, um, so then, yeah, just in the future, if you ever do need to, uh, give us a call, just make sure you verify that address. And then your date of birth?

Speaker speaker_1: 8/26/92.

Speaker speaker_0: Thank you. Um, okay. Yeah. So whenever- when your policies do become effective, which should be the Monday following the first deduction outta your check, um, any ID cards will be sent to the, uh, e- to the address that is on file. So it will, they will go to the Kingman address.

Speaker speaker_1: So when do you think that should happen, because I really haven't looked at my checks so...

Speaker speaker_0: That's gonna be up to Morales' payroll team. We're not involved in that.

Speaker speaker_1: Okay. I'll just ask them when I get there.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Nothing. I appreciate it.

Speaker speaker_0: No problem. Thanks for calling and have a good day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye now.