

Transcript: Chris Sofield

(deactivated)-5108209650286592-5223514087145472

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, how you doing, sir? I was just on the phone with someone. Okay. Um, and did the call drop or something or were you calling back because you had another question or... Uh, and I don't know if she, um, she had me on hold. I think she was clicking back over Mm-hmm. ... and I think... I just wanted to know did she do it or can you see if... you know, did she verify that my email was correct or whatever? Okay. All right. So let me... I'll have to pull up your file myself and see what was supposed to happen. Okay. What staffing company do you work with? Uh, ... management. And the last four of your Social? 4765. Thank you. Your first and last name? Delario, Key. Thank you. Mr. Key, could you verify your address and your date of birth for me? 1445 Center One Drive, Mason, Tennessee 38049, and 040-61-9930. Thank you. We have the phone number on file of 901-799-0343. Is that correct? Yes. And the email on file keydelario at gmail.com? Is that correct? Yes. Okay. Um, so I'm not showing any notes from the previous agent. It could just be that they haven't populated into the system yet. Uh, but was there something relating to, um, like relating to... Like was, were they supposed to email you anything or something like that? Maybe they... She said that she was going to, like I said, leave the phone number, so I don't know if there was a confirmation that she did it or not. So is there a way that you could do it? Because I was just... I was trying to get my insurance, uh, or whatever, and the lady that I work with told me, told me to call this number um, and like I said, she's... The person that I previously spoke with said that she was going to be able to email me, um, I guess my ID card or whatever that I present. So let me know if I- Okay, let me see. All right. Be good. Yeah. Like that? Just like... Just to be... Yeah, just to be safe. Um, I'm... Again, I'm not sure if, if the previous agent you spoke with has sent anything out or not, but just to be safe, I will go ahead and send those out as well. Um... One moment. Bear with me for just a moment, Mr. Key. Oh, okay. I can just... Do they have to empty or ever? Okay. So yeah, I... All right. I was able to pull up your ID cards and I'm emailing those out to you now. You should be getting these in just a couple of minutes here. Uh, this email should be coming from info at benefits in a card dot com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Okay? Okay. All right then. Uh, like I said, you should be getting this in just a couple of minutes here. But was there anything else I could help you with? Uh, no, this is it. All right. Thanks again for calling and have a good day. Okay. Thank you. You're welcome. 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: Uh, how you doing, sir? I was just on the phone with someone.

Speaker speaker_0: Okay. Um, and did the call drop or something or were you calling back because you had another question or...

Speaker speaker_1: Uh, and I don't know if she, um, she had me on hold. I think she was clicking back over

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and I think... I just wanted to know did she do it or can you see if... you know, did she verify that my email was correct or whatever?

Speaker speaker_0: Okay. All right. So let me... I'll have to pull up your file myself and see what was supposed to happen.

Speaker speaker_1: Okay.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, ... management.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4765.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Delario, Key.

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

Speaker speaker_1: 1445 Center One Drive, Mason, Tennessee 38049, and 040-61-9930.

Speaker speaker_0: Thank you. We have the phone number on file of 901-799-0343. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email on file keydelario at gmail.com? Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I'm not showing any notes from the previous agent. It could just be that they haven't populated into the system yet. Uh, but was there something relating to, um, like relating to... Like was, were they supposed to email you anything or something like that?

Speaker speaker_1: Maybe they... She said that she was going to, like I said, leave the phone number, so I don't know if there was a confirmation that she did it or not. So is there a way

that you could do it? Because I was just... I was trying to get my insurance, uh, or whatever, and the lady that I work with told me, told me to call this number um, and like I said, she's... The person that I previously spoke with said that she was going to be able to email me, um, I guess my ID card or whatever that I present. So let me know if I-

Speaker speaker_0: Okay, let me see. All right.

Speaker speaker_1: Be good.

Speaker speaker_0: Yeah.

Speaker speaker_1: Like that?

Speaker speaker_0: Just like... Just to be... Yeah, just to be safe. Um, I'm... Again, I'm not sure if, if the previous agent you spoke with has sent anything out or not, but just to be safe, I will go ahead and send those out as well. Um...

Speaker speaker_1: One moment.

Speaker speaker_0: Bear with me for just a moment, Mr. Key.

Speaker speaker_1: Oh, okay. I can just... Do they have to empty or ever?

Speaker speaker_0: Okay. So yeah, I... All right. I was able to pull up your ID cards and I'm emailing those out to you now. You should be getting these in just a couple of minutes here. Uh, this email should be coming from info at benefits in a card dot com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right then. Uh, like I said, you should be getting this in just a couple of minutes here. But was there anything else I could help you with?

Speaker speaker_1: Uh, no, this is it.

Speaker speaker_0: All right. Thanks again for calling and have a good day.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Bye now.