

Transcript: Chris Sofield

(deactivated)-5258086211698688-6019636098809856

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, um, my name is Eryka Creech and I was just calling to make sure that I did sign up, that I did enroll in my, in my benefits. Okay. What staffing company do you work with? Um, MAU. And the last four of your social? Three, two, six, four. Thank you. All right, Ms. Creech, could you verify your address and your date of birth for me? Uh, it's, uh, 200 Clark Street, Apartment 705, Greenville, 29607. And my birthday is 3-4-77. Thank you. We have a phone on file of 704-309-8760. Is that correct? That's correct. All right. Looks like, yes, I do show that we have an enrollment on file for you. Okay. So I, so I can start, um, using my benefits? Yes, ma'am. Okay. And, and how do we go about that? Is a card coming in the mail, or how do y'all... Uh... You should have received a card by now. Um, 200 Clark Street. I do apologize, but you did say there was an apartment number for this? Yes. It, yes, it is. What was the apartment number again? 'Cause it looked like that was missing on the, uh, address. Oh, wow. 705. Okay. Yeah, it looks like that was, uh, missing on the address, so that may be why you, why you've not received your, uh, your ID card. Um, one moment. What I should be able to do for you is pull up copies of your ID cards and email those on over to you. Um, can you confirm we have your email on file as, looks, looks like erykacreech95, with Eryka spelled E-R-Y-K-A? Yes, sir. I'm so... Is, is that email address correct? Oh, yes. Yes, it is. Okay. I'm sorry. You're fine. So what I'll do then is I'll go ahead and work on getting these, uh, I'll work on getting these ID cards pulled up and sent out to you. Uh, these, this email will be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should be receiving this email in just a couple of minutes here, okay? Thank you so much. You enjoy the rest of your day off. You're welcome. Mm-hmm. Same to you, ma'am. Bye now. Bye-bye. Thank you.

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: Yes, um, my name is Eryka Creech and I was just calling to make sure that I did sign up, that I did enroll in my, in my benefits.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Three, two, six, four.

Speaker speaker_0: Thank you. All right, Ms. Creech, could you verify your address and your date of birth for me?

Speaker speaker_1: Uh, it's, uh, 200 Clark Street, Apartment 705, Greenville, 29607. And my birthday is 3-4-77.

Speaker speaker_0: Thank you. We have a phone on file of 704-309-8760. Is that correct?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. Looks like, yes, I do show that we have an enrollment on file for you.

Speaker speaker_1: Okay. So I, so I can start, um, using my benefits?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. And, and how do we go about that? Is a card coming in the mail, or how do y'all...

Speaker speaker_0: Uh... You should have received a card by now. Um, 200 Clark Street. I do apologize, but you did say there was an apartment number for this?

Speaker speaker_1: Yes. It, yes, it is.

Speaker speaker_0: What was the apartment number again? 'Cause it looked like that was missing on the, uh, address.

Speaker speaker_1: Oh, wow. 705.

Speaker speaker_0: Okay. Yeah, it looks like that was, uh, missing on the address, so that may be why you, why you've not received your, uh, your ID card. Um, one moment. What I should be able to do for you is pull up copies of your ID cards and email those on over to you. Um, can you confirm we have your email on file as, looks, looks like erykacreech95, with Eryka spelled E-R-Y-K-A?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: I'm so... Is, is that email address correct?

Speaker speaker_1: Oh, yes. Yes, it is.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: You're fine. So what I'll do then is I'll go ahead and work on getting these, uh, I'll work on getting these ID cards pulled up and sent out to you. Uh, these, this email will be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should be receiving this email in just a couple of minutes here, okay?

Speaker speaker_1: Thank you so much. You enjoy the rest of your day off.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Same to you, ma'am. Bye now.

Speaker speaker_1: Bye-bye. Thank you.