

Transcript: Chris Sofield

(deactivated)-5298682937262080-5344444907831296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Uh, Chris, my name's Kenneth Buckley and I have, uh, done the insurance, like, on the 15th or something like that. Okay. And I was... Uh, received the stuff in the mail. Did I not qualify for the \$500 card? The \$500 card? Yeah. What- The subsidy card. Th- I, no idea what that is. That's not anything to do with us. Oh, so it's a fluke just like last year? I done the same thing and never received a card. Uh, we don't handle anything related to subsidies, sir, so I'm not sure why it instructed you to call us. Um, we, we can't help you with that. Huh. Do you know who I could call? No, sir. I wouldn't. We, we have nothing to do with any sort of subsidies of any kind. Okay, thank you. Yes, sir. Have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Uh, Chris, my name's Kenneth Buckley and I have, uh, done the insurance, like, on the 15th or something like that.

Speaker speaker_1: Okay.

Speaker speaker_2: And I was... Uh, received the stuff in the mail. Did I not qualify for the \$500 card?

Speaker speaker_1: The \$500 card?

Speaker speaker_2: Yeah.

Speaker speaker_1: What-

Speaker speaker_2: The subsidy card.

Speaker speaker_1: Th- I, no idea what that is. That's not anything to do with us.

Speaker speaker_2: Oh, so it's a fluke just like last year? I done the same thing and never received a card.

Speaker speaker_1: Uh, we don't handle anything related to subsidies, sir, so I'm not sure why it instructed you to call us. Um, we, we can't help you with that.

Speaker speaker_2: Huh. Do you know who I could call?

Speaker speaker_1: No, sir. I wouldn't. We, we have nothing to do with any sort of subsidies of any kind.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yes, sir. Have a good day.