

## **Transcript: Chris Sofield (deactivated)-5366249255649280-5808746490544128**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is James. Please leave a message. Thank you. Hi, good afternoon. This message is for James Allen. This is Chris with Benefits and a Card returning a voicemail that was left with us yesterday. Um, we do apologize that we were unable to assist you, but we were closed due to inclement weather. Um, but it sounds like the voicemail that you had left was requesting some assistance with locating a doctor. Um, for assistance with that, you will actually need to go to multiplan.com. As we are not the network, we are unable to help with locating providers. Again, you'll need to go to multiplan.com. That's M-U-L-T-I-P-L-A-N dot com. Thank you. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is James. Please leave a message. Thank you.

Speaker speaker\_2: Hi, good afternoon. This message is for James Allen. This is Chris with Benefits and a Card returning a voicemail that was left with us yesterday. Um, we do apologize that we were unable to assist you, but we were closed due to inclement weather. Um, but it sounds like the voicemail that you had left was requesting some assistance with locating a doctor. Um, for assistance with that, you will actually need to go to multiplan.com. As we are not the network, we are unable to help with locating providers. Again, you'll need to go to multiplan.com. That's M-U-L-T-I-P-L-A-N dot com. Thank you. Have a good day.