

Transcript: Chris Sofield

(deactivated)-5392959583764480-5441563312734208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi, my name is Flavia. I'm calling regarding my husband, John. Uh, he, he didn't receive his insurance card, and I'm calling to, to know how can I get that? Okay. Um, do you know what staffing company he works with? Uh, he works with TRC Talent Solutions. I'm sorry, what was the name of the staffing company again? TRC Talent Solutions. TRC? T-R-C. T-R-C? No, no. T- R, sorry. T-R-C. Okay, T-R-C, okay. And what's the last four of his social? Mm. Mm? Just a minute. Can you say one more time, please? What's the last four of his social? Uh, just a minute. . Hello. Uh, it's 0820. And, uh, what was his first and last name? Uh, first John, and last Silva. Is he available? We have no authorization to speak with anyone but him. He is here, but he doesn't speak English. What language does he speak then? Portuguese. Portuguese. Okay. Well, so he, he is there with you? Yeah, he is, he is with me. Okay. So, I'll at least need to get him to verify the inf- uh, demographic information on file before I can move forward. Okay. Um, are you able to put it on speaker for him to be able to hear me or anything like that? Yeah, sure. Just a minute. Okay, you can go ahead. He's in speaker now. All right. Uh, Mr. Silva, uh, could you verify your address and your date of birth for me, sir? . 300... 350... Power Road. Power Road. 29... Zip code 29150... 29... 290. 200. Columbia. Columbia, South Carolina. Okay, thank you. And your date of birth, sir? November. Uh, November. 23rd. 23rd. 2979. 2979. 73, sorry. 73, sorry. Uh, so your, so your date of birth is 1973, not 1979? It's November 23rd, 1973. . Oh, 1973, sorry. Okay, thank you. Um, all right. And then this you, you can confirm. We have a phone on file of 803-236-4087? Yeah. Okay. All right. And we have an email on file that looks like J-O-O Dennis Corino Silva at yahoo.com. Is that correct? Yes, correct. Okay, thank you. All right. What I can do for you is I can email a copy of the ID card to that email address to go ahead and get that information over to you as quickly as possible. Um, this email should show up in a couple of minutes. This will come from info at benefits in a card dot com. Um, if you don't see this in your inbox, just check the spam folder. It might have gotten filtered there, okay? Okay. Okay. All right. Was there anything else I could help you with? No, thank you so much. Have a good one. You as well. Thanks for calling. Bye now. Bye-bye. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Hi, my name is Flavia. I'm calling regarding my husband, John. Uh, he, he didn't receive his insurance card, and I'm calling to, to know how can I get that?

Speaker speaker_1: Okay. Um, do you know what staffing company he works with?

Speaker speaker_2: Uh, he works with TRC Talent Solutions.

Speaker speaker_1: I'm sorry, what was the name of the staffing company again?

Speaker speaker_2: TRC Talent Solutions.

Speaker speaker_1: TRC?

Speaker speaker_2: T-R-C.

Speaker speaker_1: T-R-C?

Speaker speaker_2: No, no. T- R, sorry. T-R-C.

Speaker speaker_1: Okay, T-R-C, okay. And what's the last four of his social?

Speaker speaker_2: Mm. Mm? Just a minute. Can you say one more time, please?

Speaker speaker_1: What's the last four of his social?

Speaker speaker_2: Uh, just a minute.

Speaker speaker_3: .

Speaker speaker_4: Hello.

Speaker speaker_2: Uh, it's 0820.

Speaker speaker_1: And, uh, what was his first and last name?

Speaker speaker_2: Uh, first John, and last Silva.

Speaker speaker_1: Is he available? We have no authorization to speak with anyone but him.

Speaker speaker_2: He is here, but he doesn't speak English.

Speaker speaker_1: What language does he speak then?

Speaker speaker_2: Portuguese.

Speaker speaker_1: Portuguese. Okay. Well, so he, he is there with you?

Speaker speaker_2: Yeah, he is, he is with me.

Speaker speaker_1: Okay. So, I'll at least need to get him to verify the inf- uh, demographic information on file before I can move forward.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, are you able to put it on speaker for him to be able to hear me or anything like that?

Speaker speaker_2: Yeah, sure. Just a minute. Okay, you can go ahead. He's in speaker now.

Speaker speaker_1: All right. Uh, Mr. Silva, uh, could you verify your address and your date of birth for me, sir?

Speaker speaker_4: .

Speaker speaker_2: 300... 350...

Speaker speaker_4: Power Road.

Speaker speaker_2: Power Road.

Speaker speaker_4: 29... Zip code 29150...

Speaker speaker_2: 29...

Speaker speaker_4: 290. 200.

Speaker speaker_2: Columbia.

Speaker speaker_4: Columbia, South Carolina.

Speaker speaker_1: Okay, thank you. And your date of birth, sir?

Speaker speaker_2: November.

Speaker speaker_4: Uh, November.

Speaker speaker_2: 23rd.

Speaker speaker_4: 23rd.

Speaker speaker_2: 2979.

Speaker speaker_4: 2979.

Speaker speaker_2: 73, sorry.

Speaker speaker_4: 73, sorry.

Speaker speaker_1: Uh, so your, so your date of birth is 1973, not 1979?

Speaker speaker_2: It's November 23rd, 1973.

Speaker speaker_4: .

Speaker speaker_2: Oh, 1973, sorry.

Speaker speaker_1: Okay, thank you. Um, all right. And then this you, you can confirm. We have a phone on file of 803-236-4087?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. All right. And we have an email on file that looks like J-O-O Dennis Corino Silva at yahoo.com. Is that correct?

Speaker speaker_4: Yes, correct.

Speaker speaker_1: Okay, thank you. All right. What I can do for you is I can email a copy of the ID card to that email address to go ahead and get that information over to you as quickly as possible. Um, this email should show up in a couple of minutes. This will come from info at benefits in a card dot com. Um, if you don't see this in your inbox, just check the spam folder. It might have gotten filtered there, okay?

Speaker speaker_2: Okay.

Speaker speaker_4: Okay.

Speaker speaker_1: All right. Was there anything else I could help you with?

Speaker speaker_2: No, thank you so much. Have a good one.

Speaker speaker_1: You as well. Thanks for calling. Bye now.

Speaker speaker_2: Bye-bye.

Speaker speaker_4: Bye-bye.