

## **Transcript: Chris Sofield**

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### **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, Chris. I'm trying to figure out my, um, ID number for my dental... for the dental plan. I, I don't know where it would be. I don't remember getting a card. Okay. Um... Let me... Yeah. Let me take a look at your file and see if I can pull that up for you. What staffing company do you work with? Okay. Oxford. Okay, and the last four of your social? 7798. And your first and last name? Elizabeth Harkleroad. Thank you. Ms. Harkleroad, could you verify your address and your date of birth for me please? 53 Laurel Hill Road, Centerport, New York 11721. Birthday, 11/29/68. Thank you. Mm-hmm. We have a phone number on file of 727-6249. Is that correct? Yes. And we have an email on file of lisigirl68@gmail.com. Is that correct? Yep. All right. One moment. What I should be able to do for you... Yes, I can go ahead and get this done. I can email you a copy of your dental card to go ahead and get you that information out as quickly as possible. Oh. Okay, great. All right. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, just... You should be getting this in just a couple of minutes here. Okay. All right. Sounds good. All right. Anything else? Thank you so much. Mm, I don't think so, but we'll find out. All right then. Well- too. All right then. Well, that's everything for now. Thanks again for calling and you have a wonderful day. Thanks. You too. Bye. All right. Mm, bye now.

### **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, Chris. I'm trying to figure out my, um, ID number for my dental... for the dental plan. I, I don't know where it would be. I don't remember getting a card.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um...

Speaker speaker\_1: Let me...

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let me take a look at your file and see if I can pull that up for you. What staffing company do you work with?

Speaker speaker\_2: Okay. Oxford.

Speaker speaker\_1: Okay, and the last four of your social?

Speaker speaker\_2: 7798.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Elizabeth Harkleroad.

Speaker speaker\_1: Thank you. Ms. Harkleroad, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 53 Laurel Hill Road, Centerport, New York 11721. Birthday, 11/29/68.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: We have a phone number on file of 727-6249. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And we have an email on file of lisigirl68@gmail.com. Is that correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. One moment. What I should be able to do for you... Yes, I can go ahead and get this done. I can email you a copy of your dental card to go ahead and get you that information out as quickly as possible.

Speaker speaker\_2: Oh. Okay, great.

Speaker speaker\_1: All right. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, just... You should be getting this in just a couple of minutes here.

Speaker speaker\_2: Okay. All right. Sounds good.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Thank you so much. Mm, I don't think so, but we'll find out.

Speaker speaker\_1: All right then. Well-

Speaker speaker\_2: too.

Speaker speaker\_1: All right then. Well, that's everything for now. Thanks again for calling and you have a wonderful day.

Speaker speaker\_2: Thanks. You too. Bye.

Speaker speaker\_1: All right. Mm, bye now.