

Transcript: Chris Sofield

(deactivated)-5546735026782208-5946682918256640

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? Yes. Um, I am an employee with MAU and I, uh, I called last time because I didn't receive my, uh, insurance card, and I, I, they told me it was the address that was the problem and I fixed it, but I still never received my card. Okay. Um, what staffing company did you say you work with? M- M-A-U. Okay. And the last four of your social? Um... 2788. All right. And your first and last name? Deirdre Duronville. Okay. Ms. Duronville, could you verify your address and your date of birth, please? Okay. That would be 7927 75 Road, Apartment 908 North Charleston, South Carolina 29406. And date of birth is 3/16/78. Thank you. We have a phone on file for you at 239-355-3675. Is that correct? Yeah, that's correct. All right. So yeah, the only thing I'd really be able to do, is I can send another request to the carrier to have physical copies sent back out to you, um, which would take about seven to 10 business days to arrive. Okay. Um- Was there, was there anything else? Huh? Yeah, I was gonna ask, you said... Okay, just for the physical copies to be sent back to me, um, is there any way I can print something on, um, um, online? Yes. So, um, one moment. Yeah, I should be able to pull a, pull up copies of the ID cards t- uh, email them over to you. Mm-hmm. The email would be coming from info@benefitsandcard.com. Okay. And if you don't see it in your inbox, just check your spam folder. It may have gotten filtered there. Uh, you should be getting that email in just a couple of minutes. Okay? Okay. The, what email do you have, please? Uh, we have... Let's see here. Yep. Duronville Entery-Durondale address 38- Correct. ...@Gmail.com? Correct. Yes. Okay. All right. So I will, we'll go ahead and send it to the email address. Again, take a couple of minutes. You should, you should see it then. Um, and then your physical copies would be in the mail about seven to 10 business days. Okay. Thank you so much. I appreciate it. Thank you. I do- You're welcome. Anything else? That's all. Thank you. All right. Thanks again for calling and have a good day. You too. Thank you. You're welcome. Bye now. 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: Yes. Um, I am an employee with MAU and I, uh, I called last time because I didn't receive my, uh, insurance card, and I, I, they told me it was the address that was the problem and I fixed it, but I still never received my card.

Speaker speaker_1: Okay. Um, what staffing company did you say you work with?

Speaker speaker_2: M- M-A-U.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: Um... 2788.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: Deirdre Duronville.

Speaker speaker_1: Okay. Ms. Duronville, could you verify your address and your date of birth, please?

Speaker speaker_2: Okay. That would be 7927 75 Road, Apartment 908 North Charleston, South Carolina 29406. And date of birth is 3/16/78.

Speaker speaker_1: Thank you. We have a phone on file for you at 239-355-3675. Is that correct?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: All right. So yeah, the only thing I'd really be able to do, is I can send another request to the carrier to have physical copies sent back out to you, um, which would take about seven to 10 business days to arrive.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Was there, was there anything else? Huh?

Speaker speaker_2: Yeah, I was gonna ask, you said... Okay, just for the physical copies to be sent back to me, um, is there any way I can print something on, um, online?

Speaker speaker_1: Yes. So, um, one moment. Yeah, I should be able to pull a, pull up copies of the ID cards t- uh, email them over to you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The email would be coming from info@benefitsandcard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: And if you don't see it in your inbox, just check your spam folder. It may have gotten filtered there. Uh, you should be getting that email in just a couple of minutes. Okay?

Speaker speaker_2: Okay. The, what email do you have, please?

Speaker speaker_1: Uh, we have... Let's see here.

Speaker speaker_2: Yep.

Speaker speaker_3: Duronville Entery-

Speaker speaker_1: Durondale address 38-

Speaker speaker_2: Correct.

Speaker speaker_1: ...@Gmail.com?

Speaker speaker_2: Correct. Yes.

Speaker speaker_1: Okay. All right. So I will, we'll go ahead and send it to the email address. Again, take a couple of minutes. You should, you should see it then. Um, and then your physical copies would be in the mail about seven to 10 business days.

Speaker speaker_2: Okay. Thank you so much. I appreciate it. Thank you. I do-

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: That's all. Thank you.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye.