

Transcript: Chris Sofield (deactivated)-5601142393323520-6240900035428352

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? Yeah, I, uh, just, just got, uh, coverage with you guys, and, uh, they said to call back Monday and, uh, try and get my ID number so I can get my prescriptions. Okay. What staffing company do you work with? Surge. Surge And the last one- And the last four of your social? ... is 4544. Thank you. Your first and last name? Steven Parsley. Thank you. Mr. Parsley, could you verify your address and your date of birth for me? Yes. 87 Toland Street, November 11th, 1976. That's London, Ohio. I need the rest of the address. Sorry. Okay. Go ahead. It's London... Yes, London, Ohio. Okay. We have a different address on file, one in Dublin. Oh, that's my mom's, okay. It's 3284 Durkin Circle, Dublin, Ohio 43017. Okay, thank you. Um- I didn't know what address I gave you guys, my bad. No, you're fine. You're fine. Uh, do we need to update that? Yeah, that's cool. Okay. You said it was '87... T-O-L-A-N-D, and that's Street. Toland Street, 87... And London, Ohio. Got it. Yeah, London, Ohio. And the, and the zip? 43140. 43140, got it. All right. And then we've got a phone number on file for you, 614-551-2001? Yes. And an email, steven.parsley413@gmail.com? Yes, sir. All right. I can definitely get a copy of that ID card directly out to you via email. Um, this email will be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might've gotten filtered there. Um, yes, and you should get this in just a couple of minutes. Anything else? Nope, that's all I need, buddy. I appreciate it. No problem. Thanks again for calling and have a good day. All right. You too. Thanks. You're welcome.

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: Yeah, I, uh, just, just got, uh, coverage with you guys, and, uh, they said to call back Monday and, uh, try and get my ID number so I can get my prescriptions.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Surge. Surge

Speaker speaker_3: And the last one-

Speaker speaker_2: And the last four of your social? ... is 4544.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Steven Parsley.

Speaker speaker_1: Thank you. Mr. Parsley, could you verify your address and your date of birth for me?

Speaker speaker_2: Yes. 87 Toland Street, November 11th, 1976. That's London, Ohio.

Speaker speaker_1: I need the rest of the address. Sorry. Okay. Go ahead.

Speaker speaker_2: It's London... Yes, London, Ohio.

Speaker speaker_1: Okay. We have a different address on file, one in Dublin.

Speaker speaker_2: Oh, that's my mom's, okay. It's 3284 Durkin Circle, Dublin, Ohio 43017.

Speaker speaker_1: Okay, thank you. Um-

Speaker speaker_2: I didn't know what address I gave you guys, my bad.

Speaker speaker_1: No, you're fine. You're fine. Uh, do we need to update that?

Speaker speaker_2: Yeah, that's cool.

Speaker speaker_1: Okay. You said it was '87...

Speaker speaker_2: T-O-L-A-N-D, and that's Street.

Speaker speaker_1: Toland Street, 87...

Speaker speaker_2: And London, Ohio.

Speaker speaker_1: Got it.

Speaker speaker_2: Yeah, London, Ohio.

Speaker speaker_1: And the, and the zip?

Speaker speaker_2: 43140.

Speaker speaker_1: 43140, got it. All right. And then we've got a phone number on file for you, 614-551-2001?

Speaker speaker_2: Yes.

Speaker speaker_1: And an email, steven.parsley413@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. I can definitely get a copy of that ID card directly out to you via email. Um, this email will be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might've gotten filtered there. Um, yes, and you should get this in just a couple of minutes. Anything else?

Speaker speaker_2: Nope, that's all I need, buddy. I appreciate it.

Speaker speaker_1: No problem. Thanks again for calling and have a good day.

Speaker speaker_2: All right. You too. Thanks.

Speaker speaker_1: You're welcome.