

Transcript: Chris Sofield

(deactivated)-5673985345896448-5134293647015936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Um, I just got a missed call from you all, so I wanted to see what that was about. Okay. W- um, was there any sort of voice message left or anything like that? No, it was just a call. 'Cause when you all were calling me, I was on another phone call with somebody else. And so as soon as I got done, I, uh, called you all right back. Okay. Let me take a look and see what it would be about. Um, do you work with a staffing company, ma'am? Yeah, I work with, uh, Crown Services, which you sent us. Okay. And then what's the last four of your social so I can locate your file? 7396. All right, and then your first and last name? Courtney, C-O-U-R-T-N-E-Y, Bourbour, B-O-U-R. Okay. Ms. Bourbour, could you verify your address and your date of birth for me please? Okay. Um, three and two West Charles Street, Newport, Kentucky, 41071. 7/15/1997. Okay. And then phone number for all we have is 669-9892. Is that correct? Yes. Okay. I think so. Let me take a look here. Are they 2000 collection? Okay. So I see what it was. It looks like, um, your original call with us, we had advised to speak with, um... or we, we had advised that, uh, we were gonna reach out to our back office to see about getting a physical copy of your ID card out to you, um, because it looks like the, the portal that we use for that is down. Uh, looks like the only op- uh, the only, uh, response we got back was that we would need to refer you to the insurance carrier directly, which is 90 Degree Benefits, um, to be able to get that card because we're unable to. Um, let me know when you're ready- We- ... and I can give, I can give you their phone number so you can get that information from them. That's who I ju- that's why I get... that's who I just called. Okay. All right. So it coul- so yeah, that, that, but that's what that, that's what that, uh, call attempt was, was to let you know to get in contact with them to try to get a co- a physical copy of the card. Okay. Give me the phone number please. All right. So the phone number to call is 800... Okay, hold on. 10... 833... Okay. Uh, 4296. And when you call that number make sure you press option one to speak with the correct, uh, team. Okay. Thank you. You're welcome. Thanks for calling and have a good day. You too.

Conversation Format

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

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

Speaker speaker_2: Um, I just got a missed call from you all, so I wanted to see what that was about.

Speaker speaker_1: Okay. W- um, was there any sort of voice message left or anything like that?

Speaker speaker_2: No, it was just a call. 'Cause when you all were calling me, I was on another phone call with somebody else. And so as soon as I got done, I, uh, called you all right back.

Speaker speaker_1: Okay. Let me take a look and see what it would be about. Um, do you work with a staffing company, ma'am?

Speaker speaker_2: Yeah, I work with, uh, Crown Services, which you sent us.

Speaker speaker_1: Okay. And then what's the last four of your social so I can locate your file?

Speaker speaker_2: 7396.

Speaker speaker_1: All right, and then your first and last name?

Speaker speaker_2: Courtney, C-O-U-R-T-N-E-Y, Bourbour, B-O-U-R.

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

Speaker speaker_2: Okay. Um, three and two West Charles Street, Newport, Kentucky, 41071. 7/15/1997.

Speaker speaker_1: Okay. And then phone number for all we have is 669-9892. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: I think so.

Speaker speaker_1: Let me take a look here.

Speaker speaker_3: Are they 2000 collection?

Speaker speaker_1: Okay. So I see what it was. It looks like, um, your original call with us, we had advised to speak with, um... or we, we had advised that, uh, we were gonna reach out to our back office to see about getting a physical copy of your ID card out to you, um, because it looks like the, the portal that we use for that is down. Uh, looks like the only op- uh, the only, uh, response we got back was that we would need to refer you to the insurance carrier directly, which is 90 Degree Benefits, um, to be able to get that card because we're unable to. Um, let me know when you're ready-

Speaker speaker_2: We-

Speaker speaker_1: ... and I can give, I can give you their phone number so you can get that information from them.

Speaker speaker_2: That's who I ju- that's why I get... that's who I just called.

Speaker speaker_1: Okay. All right. So it coul- so yeah, that, that, but that's what that, that's what that, uh, call attempt was, was to let you know to get in contact with them to try to get a co- a physical copy of the card.

Speaker speaker_2: Okay. Give me the phone number please.

Speaker speaker_1: All right. So the phone number to call is 800...

Speaker speaker_2: Okay, hold on. 10...

Speaker speaker_1: 833...

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, 4296. And when you call that number make sure you press option one to speak with the correct, uh, team.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.