Transcript: Chris Sofield (deactivated)-5688289392115712-6555532275531776

Full Transcript

Thank you for calling Benefits and Your Card. This is Chris. How can I help you today? Yes, hi. I'm trying to, um, see how I can get my benefits card. What staffing company do you work with? MAU. And the last four of your Social? 7514. Your first and last name? Rodrigues Bullet. Thank you, Mr. Bullet. Could you verify your address and date of birth for me? Yes. Yes. 6303 Meridian River Run, May 1st, 1992. Uh, we need the rest of the address as well. I need a, need the city, state and zip code. Oh. Spartanburg, South Carolina 280... I mean, uh, 29301. Okay. We have a different address in Spartanburg. Oh, that's probably then why I ain't got it yet then. Are you able to verify the other address? Um, it would be, uh... Just hold on. Let me get it real quick. It's on my license. That's probably why. It is 123 Corner Road, Apartment 4A, Spartanburg, South Carolina 29303. Uh, yeah. That's the one that we have. Um- Okay. All right. So we need to update that then. What's the cur- Uh, what's the current address again? It's, um, 6303 M-E-R-I-D-I-A-N River Run. And you said it was 29301 was the zip? Yes. Okay. Phone number we have up is 980-710-1468. Is that correct? Yes, sir. All right. And are y'all able to email that to me or no? I'm checking that now. Um, it looks like, uh, it looks like, it looks like our system to pull the ID cards up has... Uh, is not working at the moment. Okay. So unfortunately I wouldn't be able to pull any information from you. Um, best I can do is I can give you the phone number to, uh, the phone number to, uh, American Public Life. They'd be, uh, they're the insurance carrier- Okay. ... for your medical plan. They'd be able to give you that information. Okay. Uh, let me know when you're ready. Okay. I'm ready. All right. That number is 800- Uh-huh. ... 256- Uh-huh. ... 8606. Okay. All right. Was there anything else I could help you with? That was it. All right. Thanks again for calling and have a good day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Your Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, hi. I'm trying to, um, see how I can get my benefits card.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7514.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Rodrigues Bullet.

Speaker speaker_0: Thank you, Mr. Bullet. Could you verify your address and date of birth for me?

Speaker speaker_1: Yes. Yes. 6303 Meridian River Run, May 1st, 1992.

Speaker speaker_0: Uh, we need the rest of the address as well. I need a, need the city, state and zip code.

Speaker speaker_1: Oh. Spartanburg, South Carolina 280... I mean, uh, 29301.

Speaker speaker_0: Okay. We have a different address in Spartanburg.

Speaker speaker_1: Oh, that's probably then why I ain't got it yet then.

Speaker speaker_0: Are you able to verify the other address?

Speaker speaker_1: Um, it would be, uh... Just hold on. Let me get it real quick. It's on my license. That's probably why. It is 123 Corner Road, Apartment 4A, Spartanburg, South Carolina 29303.

Speaker speaker_0: Uh, yeah. That's the one that we have. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So we need to update that then. What's the cur- Uh, what's the current address again?

Speaker speaker_1: It's, um, 6303 M-E-R-I-D-I-A-N River Run.

Speaker speaker_0: And you said it was 29301 was the zip?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Phone number we have up is 980-710-1468. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right.

Speaker speaker_1: And are y'all able to email that to me or no?

Speaker speaker_0: I'm checking that now. Um, it looks like, uh, it looks like, it looks like our system to pull the ID cards up has... Uh, is not working at the moment.

Speaker speaker_1: Okay.

Speaker speaker_0: So unfortunately I wouldn't be able to pull any information from you. Um, best I can do is I can give you the phone number to, uh, the phone number to, uh, American Public Life. They'd be, uh, they're the insurance carrier-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for your medical plan. They'd be able to give you that information.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, let me know when you're ready.

Speaker speaker_1: Okay. I'm ready.

Speaker speaker_0: All right. That number is 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else I could help you with?

Speaker speaker_1: That was it.

Speaker speaker_0: All right. Thanks again for calling and have a good day.

Speaker speaker_1: You too.