

## **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. My name is Deshonda Gardner and I work for, uh, MUA, MAU, I think it's MAU, what is it? MAU, yeah, MAU, right? Yeah. Um, I need my card for my dental. I called once before to ask for the same thing and he sent me a list of places to go, but I don't have a card or numbers or nothing to get the dentist. Okay. That's where it's covered though. Okay. What, um, what's the last four of your Social so I can locate your file? 7995. All right, and sorry, what was your first and last name again? Deshonda Gardner. Thank you. Ms. Gardner, could you verify your address and your date of birth for me please? My address is 231 Blazer Drive, Kinsey, Alabama 36303 and my birthdate is 5/7/1971. Thank you. We have a phone number on file for you at 350-0629. Is that correct? Yes. All right. And we have an email on file for you at deshondagardner313@icloud.com. Is that also correct? Yes. That's correct. Okay, thank you. One moment. Bear with me just a moment. The, uh, system that we use to get the ID cards is just being a little bit slow right now. Okay. All right. Looks like I w- I am able to go ahead and pull up that dental ID card. What I'll do is I'll go ahead and email that directly on over to you. Uh, this is gonna be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. The card itself will be a PDF file attached, uh, attachment for the email. Um, and then in the email itself, it will have that list of den- like how to locate that list of dental providers and everything, okay? Okay. And I need one for the vision also. And can y- can you send me a hardcopy of those? Yeah. So I'll, um, I'll request the ID cards be sent to your mailing address. Um, those physical copies will take about seven to 10 business days to arrive, okay? Okay. Okay. All right then. Um, but yeah, we'll go ahead and get those out to you. Uh, uh, you should be receiving this email in just a couple of minutes here. Was there anything else that I could help you with for right now? No, that was it. All right then. W- um, well, if that's everything, thanks again for calling Benefits in a Card. Bye. And you have a wonderful day. You too. 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: Hi, Chris. My name is Deshonda Gardner and I work for, uh, MUA, MAU, I think it's MAU, what is it? MAU, yeah, MAU, right?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Um, I need my card for my dental. I called once before to ask for the same thing and he sent me a list of places to go, but I don't have a card or numbers or nothing to get the dentist.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's where it's covered though.

Speaker speaker\_1: Okay. What, um, what's the last four of your Social so I can locate your file?

Speaker speaker\_2: 7995.

Speaker speaker\_1: All right, and sorry, what was your first and last name again?

Speaker speaker\_2: Deshonda Gardner.

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

Speaker speaker\_2: My address is 231 Blazer Drive, Kinsey, Alabama 36303 and my birthdate is 5/7/1971.

Speaker speaker\_1: Thank you. We have a phone number on file for you at 350-0629. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And we have an email on file for you at deshondagardner313@icloud.com. Is that also correct?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: Okay, thank you. One moment. Bear with me just a moment. The, uh, system that we use to get the ID cards is just being a little bit slow right now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Looks like I w- I am able to go ahead and pull up that dental ID card. What I'll do is I'll go ahead and email that directly on over to you. Uh, this is gonna be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. The card itself will be a PDF file attached, uh, attachment for the email. Um, and then in the email itself, it will have that list of den- like how to locate that list of dental providers and everything, okay?

Speaker speaker\_2: Okay. And I need one for the vision also. And can y- can you send me a hardcopy of those?

Speaker speaker\_1: Yeah. So I'll, um, I'll request the ID cards be sent to your mailing address. Um, those physical copies will take about seven to 10 business days to arrive, okay?

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: All right then. Um, but yeah, we'll go ahead and get those out to you. Uh, uh, you should be receiving this email in just a couple of minutes here. Was there anything else that I could help you with for right now?

Speaker speaker\_2: No, that was it.

Speaker speaker\_1: All right then. W- um, well, if that's everything, thanks again for calling Benefits in a Card.

Speaker speaker\_2: Bye.

Speaker speaker\_1: And you have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye.