

Transcript: Chris Sofield

(deactivated)-5865342943674368-6519823683338240

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, my name is Moses. All right. Now how can I help you today? Yes. I wanted to know the... my Benefit in Card, whether it will do cover for the prescription. Okay. You're trying to see when your ID cards would arrive? Uh, my, my policy, policy, policy ID, huh? Are you trying to get your po- your ID card, your policy information? Yes, I want to know my, the information, uh, on my, on my- Okay. ... my, my benefits card. Whether it do cover for the medication. Okay. What, what's, what staffing company do you work with? I do work with, uh, uh, Terra Staffing. Thank you, and the last four of your social? Uh, my last four, digit four, social number? The last four of your social. I need that. Uh, 5339. And your last name? And my last name is Githu. G-I-T-H-U. Thank you. Mr. Githu, could you verify your address and your date of birth for me please? Uh, my address is 1, uh, 14, 125 4th Avenue. Date of birth is, uh, 12th of December. Okay. So I need the full address, which would include the city, state, and zip, and I need your full date of birth, so I also need the year. Oh, okay. Okay. Thank you. Uh, it's 114, 14, 123 4th Avenue East, 98445. Uh, date of birth, 12th of December, 1978. Okay. And what city and what state is that address in, sir? Uh, city is Tacoma, state is Washington. Thank you. We have a phone number on file 253-457-0383. Is that correct? And that's correct. And then we have an email of it looks like githumoses@gmail.com. Is that correct? Yes, it's correct. Okay. What I'll do for you, sir, I will email you a copy of the ID card directly to that email address, so you can go ahead and have that information as quickly as possible. Okay. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this information- Okay. ... in your inbox, just check your spam folder. It may have gotten filtered there. Okay? Okay. Thank you. You're welcome. Was there anything else I could help you with? No, no, I'm okay. I'm good. All right. Thanks again for calling and have a wonderful day. And same to you. Okay. Mm-hmm. Bye now.

Conversation Format

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

Speaker speaker_1: Uh, my name is Moses.

Speaker speaker_0: All right. Now how can I help you today?

Speaker speaker_1: Yes. I wanted to know the... my Benefit in Card, whether it will do cover for the prescription.

Speaker speaker_0: Okay. You're trying to see when your ID cards would arrive?

Speaker speaker_1: Uh, my, my policy, policy, policy ID, huh?

Speaker speaker_0: Are you trying to get your po- your ID card, your policy information?

Speaker speaker_1: Yes, I want to know my, the information, uh, on my, on my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... my, my benefits card. Whether it do cover for the medication.

Speaker speaker_0: Okay. What, what's, what staffing company do you work with?

Speaker speaker_1: I do work with, uh, uh, Terra Staffing.

Speaker speaker_0: Thank you, and the last four of your social?

Speaker speaker_1: Uh, my last four, digit four, social number?

Speaker speaker_0: The last four of your social. I need that.

Speaker speaker_1: Uh, 5339.

Speaker speaker_0: And your last name?

Speaker speaker_1: And my last name is Githu. G-I-T-H-U.

Speaker speaker_0: Thank you. Mr. Githu, could you verify your address and your date of birth for me please?

Speaker speaker_1: Uh, my address is 1, uh, 14, 125 4th Avenue. Date of birth is, uh, 12th of December.

Speaker speaker_0: Okay. So I need the full address, which would include the city, state, and zip, and I need your full date of birth, so I also need the year.

Speaker speaker_1: Oh, okay. Okay. Thank you. Uh, it's 114, 14, 123 4th Avenue East, 98445. Uh, date of birth, 12th of December, 1978.

Speaker speaker_0: Okay. And what city and what state is that address in, sir?

Speaker speaker_1: Uh, city is Tacoma, state is Washington.

Speaker speaker_0: Thank you. We have a phone number on file 253-457-0383. Is that correct?

Speaker speaker_1: And that's correct.

Speaker speaker_0: And then we have an email of it looks like githumoses@gmail.com. Is that correct?

Speaker speaker_1: Yes, it's correct.

Speaker speaker_0: Okay. What I'll do for you, sir, I will email you a copy of the ID card directly to that email address, so you can go ahead and have that information as quickly as possible.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, this email will be coming from info@benefitsinacard.com. If you don't see this information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in your inbox, just check your spam folder. It may have gotten filtered there. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Was there anything else I could help you with?

Speaker speaker_1: No, no, I'm okay. I'm good.

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

Speaker speaker_1: And same to you.

Speaker speaker_0: Okay. Mm-hmm. Bye now.