

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits in a Card. This is Chris. How can I help you today? Hi. Um, I enrolled in, uh, benefits with, uh, BG Staffing, and I was just wondering where, when would I, um, receive a card or anything in the mail? Uh, yes. ID cards typically arrive one to two weeks after the policy's effective date, which your policy becomes effective usually the first Monday after the first deduction. Okay. Okay, thank you. You're welcome. Anything else? Um, is there a way to let me know if it's been sent out? Yeah, let me take a look. What's the last four of your Social? 5027. You said 5027? Yes. All right, and your first and last name? Desiree Williams. Thank you. Ms. Williams, could you verify your address and your date of birth for me please? 3191 Peachtree Drive, Southaven, Mississippi, zip code 38672. And my birthday is 10/29/2000. All right. And then we have a phone on file for you at 901-799-5189. Is that correct? Yes. And an email of desireelashon@icloud.com? Yes. All right. Uh, based on what I'm seeing here, your ID cards should be arriving either this week or next week. Keep an eye on your email as your medical card's going to be sent to your email address, not your mailbox. Uh, but your dental will be a physical copy at your mailbox. Okay. Is the... What's the name of the email that it will be coming from? I'm not sure of the specific email address, but I do know that it's going to be coming from a company called American Public Life. Okay, thank you. You're welcome. Anything else? That was it. All right. Thanks again for calling and have a wonderful day. Okay. Oh, oh, um, you said the medical was being emailed or the dental? Uh, the medical's being emailed, the dental is being mailed. Okay. Okay, thank you. You're welcome. Anything else? That was all. All right. Thanks again for calling and have a wonderful day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: You're calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi. Um, I enrolled in, uh, benefits with, uh, BG Staffing, and I was just wondering where, when would I, um, receive a card or anything in the mail?

Speaker speaker\_1: Uh, yes. ID cards typically arrive one to two weeks after the policy's effective date, which your policy becomes effective usually the first Monday after the first deduction.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: Um, is there a way to let me know if it's been sent out?

Speaker speaker\_1: Yeah, let me take a look. What's the last four of your Social?

Speaker speaker\_2: 5027.

Speaker speaker\_1: You said 5027?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, and your first and last name?

Speaker speaker\_2: Desiree Williams.

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

Speaker speaker\_2: 3191 Peachtree Drive, Southaven, Mississippi, zip code 38672. And my birthday is 10/29/2000.

Speaker speaker\_1: All right. And then we have a phone on file for you at 901-799-5189. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And an email of desireelashon@icloud.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Uh, based on what I'm seeing here, your ID cards should be arriving either this week or next week. Keep an eye on your email as your medical card's going to be sent to your email address, not your mailbox. Uh, but your dental will be a physical copy at your mailbox.

Speaker speaker\_2: Okay. Is the... What's the name of the email that it will be coming from?

Speaker speaker\_1: I'm not sure of the specific email address, but I do know that it's going to be coming from a company called American Public Life.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: That was it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Okay. Oh, oh, um, you said the medical was being emailed or the dental?

Speaker speaker\_1: Uh, the medical's being emailed, the dental is being mailed.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: That was all.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too. Thank you.