

Transcript: Chris Sofield

(deactivated)-6047481072238592-4536779870355456

Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hey, how you doing? Um, my name is David Barbour. Um, from my understanding, I, I work for Surge. Um, I understand y'all are a third party that they use for insurance. I haven't received my, uh, card in the mail, and it's - I've been working with them for like two, maybe three months. And, um, I'm actually at the hospital. I had an emergency, and, um, I was trying to get some information pertaining to my, uh, insurance 'cause I do have insurance through you guys. And the lady that the office couldn't tell me nothing, so they gave me this number to call. It's supposed to be a number you're supposed to cancel, but I was trying to call and see if I could get through, get some information. Okay. What staffing company do you work with sir? Surge Staffing. Surge Staffing, and the last four of your so- your social? 8638. Okay. And your first and last name? David Barbour. Hi, Mr. Barbour, could you verify your address and your date of birth for me? Uh, 2314 Davis Street, Staten Virginia. It's apartment A. Um, my date of birth, 11-27-1987. Thank you. Phone on file is 540-245-9918? Yes, sir. All right, and you said you just needed a copy of your ID card? Yes, sir. All right. Can you verify we have your email on file, blackgold074@gmail.com? Yes, sir. That's it. All right. What I'll do is I'll s- I'll send the, uh, copy of the ID card to that email address. Uh, you should be- Okay. ... getting this in just a couple of minutes. This will come from info@benefitsinacard.com. If you don't see this in your- Yes, sir. ... inbox, just check your spam folder. May have gotten filtered there. Uh, anything else? Yes, sir. No, sir. Appreciate it. No problem, and, uh, that's everything. Thanks for calling. Have a wonderful day. All right. You too. Thank you. You're welcome. 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: Hey, how you doing? Um, my name is David Barbour. Um, from my understanding, I, I work for Surge. Um, I understand y'all are a third party that they use for insurance. I haven't received my, uh, card in the mail, and it's - I've been working with them for like two, maybe three months. And, um, I'm actually at the hospital. I had an emergency, and, um, I was trying to get some information pertaining to my, uh, insurance 'cause I do have insurance through you guys. And the lady that the office couldn't tell me nothing, so they gave me this number to call. It's supposed to be a number you're supposed to cancel, but I was trying to call and see if I could get through, get some information.

Speaker speaker_0: Okay. What staffing company do you work with sir?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: Surge Staffing, and the last four of your so- your social?

Speaker speaker_1: 8638.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: David Barbour.

Speaker speaker_0: Hi, Mr. Barbour, could you verify your address and your date of birth for me?

Speaker speaker_1: Uh, 2314 Davis Street, Staten Virginia. It's apartment A. Um, my date of birth, 11-27-1987.

Speaker speaker_0: Thank you. Phone on file is 540-245-9918?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, and you said you just needed a copy of your ID card?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. Can you verify we have your email on file, blackgold074@gmail.com?

Speaker speaker_1: Yes, sir. That's it.

Speaker speaker_0: All right. What I'll do is I'll s- I'll send the, uh, copy of the ID card to that email address. Uh, you should be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... getting this in just a couple of minutes. This will come from info@benefitsinacard.com. If you don't see this in your-

Speaker speaker_1: Yes, sir.

Speaker speaker_0: ... inbox, just check your spam folder. May have gotten filtered there. Uh, anything else?

Speaker speaker_1: Yes, sir. No, sir. Appreciate it.

Speaker speaker_0: No problem, and, uh, that's everything. Thanks for calling. Have a wonderful day.

Speaker speaker_1: All right. You too. Thank you.

Speaker speaker_0: You're welcome. Bye now.