

## 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. How are you guys? I'm doing well, ma'am. H- I'm doing well, ma'am. How are you? I'm fine. So I have insurance with you guys through my employer, and I just wanted to find out, like, how do I use it if- if I don't have a physical card? Okay. Um, let's see here. What staffing company do you work with? Integrity Trading. Integrity Trading Services. And the last four of your social... And the last four of your social? Huh? 1819. And your first and last name? Scottie Schroer. S-C-O-T-T-E-I-S-H. Last name R-O-K-E-R. All right, Ms. Roker. Could you verify your address and date of birth for me? Um, my date of birth is September 18th, 1998 and I don't know if they have 5506 Ash Tree Drive, Indianapolis, Indiana, um, there. But my address is 7610 Sunset. That's the one that we have. Yeah, my address is 7610 Sunset. Okay. What's the new address? Um, it's going to be 7136 Twin Oaks Drive. So it's T-W-I-N, separate word oaks, O-A-K-S Drive, Apartment A. Okay. And- Indianapolis, Indiana. And then zip code? 46226. 46226 you said? Yes, sir. Okay. Then we have a phone on file of 347-765-8442. Is that correct? It should be. It should've been 317, but I have a different number, as well. It's gonna be 317-426-0331. Okay. Yeah, we had that number on file, as well. Yes, the- the- And then- It shouldn't be 347 though, it should be 317. Okay. So there may have just been a typo with that, but I've- Make sense. We've updated the... We've just gotten rid of that number and put 30331 as the only number. Okay. And then we have two emails on file, scottiesroeker@gmail.com and then scottiesroeker1@gmail.com Which one is more, um, which one is- Both of them I have access to. Okay. All right. So I will... So what I'll do then, um, is I'll go ahead and send a copy of the medical card to you. This email will be coming from info@benefitsinacard.com. If you don't see this in your inbox- Okay. ... just check your spam folder. It may have gotten filtered there, um, but you can either just show this PDF file to the doctor, print it out, however you wanna do. So long as they can see the information on the, on the, uh, ca- card, they'll be able to provide- Am I able to add it, am I able to add it to my Apple Wallet? I wouldn't know. It's a PDF file, so you, you'd have to check to see if you can do that. Okay. W- Am I, do I ever get a physical copy or no? We can... Uh, so they typically send a, uh... Let's see here. They really only typically send a digital copy by default. Um, in order t- Uh, we can request a physical copy be sent to you. Um, let me just... Just because I've never, like, been with an insurance company that didn't send me a physical card. So I'm just... I'm trying to understand how this even works. So that... I mean, that's just a decision from the insurance company. We're not the insurance company, so I can't speak on why that's the case. Understood. So who am I speaking to? This is Benefits in a Card. We're the plan administrator for Integrity Trade Services. We can pull digital copies of the ID cards and email them to you, but we are not responsible for the sending of the original copies, so we- Okay. So if you're not the insurance

company, who is? American Public Life. Okay. That's the name of my insurance company. Can you say that again? American Public Life. Because I've been paying insurance now for like a month. I haven't gotten an email saying who my insurance company is. I haven't gotten this virtual card that you're sending me now. I haven't even gotten any communication. The only thing I can say on that is you can speak with them to see where the, where the disconnect is or anything like that, because again- Speak with American Public Life? Yes, ma'am. Because we're- Okay. Like I said, we're just the enrollment admin. We're not, we're not American Public Life. Understood. So the virtual card that you're sending me, is that, is that my new- That is an exact... Yeah, that is an exact image of the ID card. So it is the exact same thing as what I've sent the request. So... Is it gonna say Benefits in a Card on it or is it gonna say American Life on it? It'll say American Public Life on it. American Public Life. Okay. I will give them a call next. All right. Was there anything else? Um, no. Thank you. Thank you. You're welcome. Thanks for calling and have a good day.

## 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. How are you guys?

Speaker speaker\_1: I'm doing well, ma'am. H- I'm doing well, ma'am. How are you?

Speaker speaker\_2: I'm fine. So I have insurance with you guys through my employer, and I just wanted to find out, like, how do I use it if- if I don't have a physical card?

Speaker speaker\_1: Okay. Um, let's see here. What staffing company do you work with?

Speaker speaker\_2: Integrity Trading. Integrity Trading Services.

Speaker speaker\_1: And the last four of your social... And the last four of your social?

Speaker speaker\_2: Huh? 1819.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Scottie Schroer. S-C-O-T-T-E-I-S-H. Last name R-O-K-E-R.

Speaker speaker\_1: All right, Ms. Roker. Could you verify your address and date of birth for me?

Speaker speaker\_2: Um, my date of birth is September 18th, 1998 and I don't know if they have 5506 Ash Tree Drive, Indianapolis, Indiana, um, there. But my address is 7610 Sunset.

Speaker speaker\_1: That's the one that we have.

Speaker speaker\_2: Yeah, my address is 7610 Sunset.

Speaker speaker\_1: Okay. What's the new address?

Speaker speaker\_2: Um, it's going to be 7136 Twin Oaks Drive. So it's T-W-I-N, separate word oaks, O-A-K-S Drive, Apartment A.

Speaker speaker\_1: Okay. And-

Speaker speaker\_2: Indianapolis, Indiana.

Speaker speaker\_1: And then zip code?

Speaker speaker\_2: 46226.

Speaker speaker\_1: 46226 you said?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Then we have a phone on file of 347-765-8442. Is that correct?

Speaker speaker\_2: It should be. It should've been 317, but I have a different number, as well. It's gonna be 317-426-0331.

Speaker speaker\_1: Okay. Yeah, we had that number on file, as well.

Speaker speaker\_2: Yes, the- the-

Speaker speaker\_1: And then-

Speaker speaker\_2: It shouldn't be 347 though, it should be 317.

Speaker speaker\_1: Okay. So there may have just been a typo with that, but I've-

Speaker speaker\_2: Make sense.

Speaker speaker\_1: We've updated the... We've just gotten rid of that number and put 30331 as the only number.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then we have two emails on file, scottiesroeker@gmail.com and then scottiesroeker1@gmail.com Which one is more, um, which one is-

Speaker speaker\_2: Both of them I have access to.

Speaker speaker\_1: Okay. All right. So I will... So what I'll do then, um, is I'll go ahead and send a copy of the medical card to you. This email will be coming from info@benefitsinacard.com. If you don't see this in your inbox-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just check your spam folder. It may have gotten filtered there, um, but you can either just show this PDF file to the doctor, print it out, however you wanna do. So long as they can see the information on the, on the, uh, ca- card, they'll be able to provide-

Speaker speaker\_2: Am I able to add it, am I able to add it to my Apple Wallet?

Speaker speaker\_1: I wouldn't know. It's a PDF file, so you, you'd have to check to see if you can do that.

Speaker speaker\_2: Okay. W- Am I, do I ever get a physical copy or no?

Speaker speaker\_1: We can... Uh, so they typically send a, uh... Let's see here. They really only typically send a digital copy by default. Um, in order t- Uh, we can request a physical copy be sent to you. Um, let me just...

Speaker speaker\_2: Just because I've never, like, been with an insurance company that didn't send me a physical card. So I'm just... I'm trying to understand how this even works.

Speaker speaker\_1: So that... I mean, that's just a decision from the insurance company. We're not the insurance company, so I can't speak on why that's the case.

Speaker speaker\_2: Understood. So who am I speaking to?

Speaker speaker\_1: This is Benefits in a Card. We're the plan administrator for Integrity Trade Services. We can pull digital copies of the ID cards and email them to you, but we are not responsible for the sending of the original copies, so we-

Speaker speaker\_2: Okay. So if you're not the insurance company, who is?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: Okay. That's the name of my insurance company. Can you say that again?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: Because I've been paying insurance now for like a month. I haven't gotten an email saying who my insurance company is. I haven't gotten this virtual card that you're sending me now. I haven't even gotten any communication.

Speaker speaker\_1: The only thing I can say on that is you can speak with them to see where the, where the disconnect is or anything like that, because again-

Speaker speaker\_2: Speak with American Public Life?

Speaker speaker\_1: Yes, ma'am. Because we're-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Like I said, we're just the enrollment admin. We're not, we're not American Public Life.

Speaker speaker\_2: Understood. So the virtual card that you're sending me, is that, is that my new-

Speaker speaker\_1: That is an exact... Yeah, that is an exact image of the ID card. So it is the exact same thing as what I've sent the request.

Speaker speaker\_2: So... Is it gonna say Benefits in a Card on it or is it gonna say American Life on it?

Speaker speaker\_1: It'll say American Public Life on it.

Speaker speaker\_2: American Public Life. Okay. I will give them a call next.

Speaker speaker\_1: All right. Was there anything else?

Speaker speaker\_2: Um, no. Thank you. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.