

Transcript: Chris Sofield

(deactivated)-6154897915691008-6189376973619200

Full Transcript

Thank you for calling Benefit Plan Card. This is Chris. How can I help you today? Yes, uh, my name is Roderick Brown and, uh, my wife is on my plan and she was supposed to receive the, uh, the virtual email and, uh, she still hasn't received it yet and, uh, I spoke with, uh, I forgot the lady's name, but, uh, I spoke with her on a Friday and, uh, I received the email and she said that, uh, my wife will also receive an email, but she still hasn't received it yet. Okay. Um, well, hold on. What staffing company do you work with? Brown. Brown. Okay. And the last four of your Social? 6726. Thank you. Mr. Brown, uh, could you verify your address and your date of birth for me? 713 Hawthorne Drive, Hopkinsville, Kentucky 42240, April 19, 1985. Thank you. We have a phone on file of 678-532-1181? Yes. And then we have two emails on file. Um, we have rogerbrown724@gmail.com. I assume that one's yours? Yes. And then I have a second email of, uh, kadanabrown@gmail.com. I assume that is your wife's? Yes. Okay. I'll, I'll email our back office team and let them know that Kadana still has not received that, uh, that activation email for the virtual care benefits and see if, uh, see if we can't try to get that resent back out. I'm not sure what, what happened with that, but the only thing I can do is try again. Okay. Thanks. You're welcome. Anything else? No, that's it. All right. Thanks again for calling and have a good day. All right. You too. All right, bye now. He just says he's been here before, but he

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Plan Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, uh, my name is Roderick Brown and, uh, my wife is on my plan and she was supposed to receive the, uh, the virtual email and, uh, she still hasn't received it yet and, uh, I spoke with, uh, I forgot the lady's name, but, uh, I spoke with her on a Friday and, uh, I received the email and she said that, uh, my wife will also receive an email, but she still hasn't received it yet.

Speaker speaker_0: Okay. Um, well, hold on. What staffing company do you work with?

Speaker speaker_1: Brown.

Speaker speaker_0: Brown. Okay. And the last four of your Social?

Speaker speaker_1: 6726.

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

Speaker speaker_1: 713 Hawthorne Drive, Hopkinsville, Kentucky 42240, April 19, 1985.

Speaker speaker_0: Thank you. We have a phone on file of 678-532-1181?

Speaker speaker_1: Yes.

Speaker speaker_0: And then we have two emails on file. Um, we have rogerbrown724@gmail.com. I assume that one's yours?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have a second email of, uh, kadanabrown@gmail.com. I assume that is your wife's?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'll, I'll email our back office team and let them know that Kadana still has not received that, uh, that activation email for the virtual care benefits and see if, uh, see if we can't try to get that resent back out. I'm not sure what, what happened with that, but the only thing I can do is try again.

Speaker speaker_1: Okay. Thanks.

Speaker speaker_0: You're welcome. Anything else?

Speaker speaker_1: No, that's it.

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

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right, bye now.

Speaker speaker_2: He just says he's been here before, but he