

## **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. So, I'm calling from, um, ACC's my agent. Um, so my reason for calling is because I've had this insurance over a year. I- is it a medical coverage and if so, like, how do I use it as a med, to, like a medical insurance card? So, okay. You just wanna check to see if you have medical coverage and if you do, how to use it? Am I understanding you correctly? Yes. Okay. What, uh, what's the last four of your Social so I can try to locate your file? 4749. And your first and last name? Ivian Okorodu. All right, Ms. Okorodu, could you verify your address and your date of birth please? Um, 13320 Countrywork Court, um, Belleville, Michigan, and date of birth is 09/21/1990. Okay. I'm sorry, what was the city, state and ZIP code again? Van Buren Township, Michigan or Belleville, Michigan, either one of those. A- and the, and the ZIP code? 48111. Thank you. All right. I have a phone on file 734-383-0740. Is that correct? That's correct. Okay. Um, yes, you do have medical coverage. Uh, it's cr- uh, it's through a company called American Public Life and to use it, you would just show the doctor your ID card. So, um, I didn't get an ID card, first of all. Okay. So, for that, I can email a copy of the ID card to you. Uh, can you verify we have the email on file of ivianokorodudu@gmail.com? Yes. Okay. I'll email a copy of the medical card over to you. That way, you can go ahead and have that as soon as possible. This c- uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this email in just a couple of minutes here, okay? Okay. So... All right. My other question. So that's my... Do w- do we, do you know any participating provider in my area? I- I would not because we don't have that information, but in the email that I'm sending you and on the copy of the ID card itself, there are web- Mm-hmm. There's a website and a phone number for you to be able to locate that information. Okay. So, it's me, is it me and my daughter covered? Yes, ma'am. Okay. How do I get the... How about the dental? How do we get the dental and vision? 'Cause I think I paid for all that, too. Uh, it's the exact same thing. You have dental and vision. You should be able to just use your ID cards. If you do not have your ID cards, I can send copies of those. Please, can you? No problem. Anything else? Um... I was waiting to see the card to see if I would have any other questions. Okay. Well, like I said, you should be receiving those ID cards in a couple of minutes here. Um... Okay. If you do have any questions when you receive them, you can always just give us a call back, okay? All right. No problem. Thank you. No problem. Anything else? That'll be all. All right. Thanks again for calling and have a good day. You, too. Bye now. Bye.

### **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. So, I'm calling from, um, ACC's my agent. Um, so my reason for calling is because I've had this insurance over a year. I- is it a medical coverage and if so, like, how do I use it as a med, to, like a medical insurance card?

Speaker speaker\_1: So, okay. You just wanna check to see if you have medical coverage and if you do, how to use it? Am I understanding you correctly?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What, uh, what's the last four of your Social so I can try to locate your file?

Speaker speaker\_2: 4749.

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

Speaker speaker\_2: Ivian Okorodu.

Speaker speaker\_1: All right, Ms. Okorodu, could you verify your address and your date of birth please?

Speaker speaker\_2: Um, 13320 Countrywork Court, um, Belleville, Michigan, and date of birth is 09/21/1990.

Speaker speaker\_1: Okay. I'm sorry, what was the city, state and ZIP code again?

Speaker speaker\_2: Van Buren Township, Michigan or Belleville, Michigan, either one of those.

Speaker speaker\_1: A- and the, and the ZIP code?

Speaker speaker\_2: 48111.

Speaker speaker\_1: Thank you. All right. I have a phone on file 734-383-0740. Is that correct?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. Um, yes, you do have medical coverage. Uh, it's cr- uh, it's through a company called American Public Life and to use it, you would just show the doctor your ID card.

Speaker speaker\_2: So, um, I didn't get an ID card, first of all.

Speaker speaker\_1: Okay. So, for that, I can email a copy of the ID card to you. Uh, can you verify we have the email on file of ivianokorodudu@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I'll email a copy of the medical card over to you. That way, you can go ahead and have that as soon as possible. This c- uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this email in just a couple of minutes here, okay?

Speaker speaker\_2: Okay. So...

Speaker speaker\_1: All right.

Speaker speaker\_2: My other question. So that's my... Do w- do we, do you know any participating provider in my area?

Speaker speaker\_1: I- I would not because we don't have that information, but in the email that I'm sending you and on the copy of the ID card itself, there are web-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: There's a website and a phone number for you to be able to locate that information.

Speaker speaker\_2: Okay. So, it's me, is it me and my daughter covered?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. How do I get the... How about the dental? How do we get the dental and vision? 'Cause I think I paid for all that, too.

Speaker speaker\_1: Uh, it's the exact same thing. You have dental and vision. You should be able to just use your ID cards. If you do not have your ID cards, I can send copies of those.

Speaker speaker\_2: Please, can you?

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: Um... I was waiting to see the card to see if I would have any other questions.

Speaker speaker\_1: Okay. Well, like I said, you should be receiving those ID cards in a couple of minutes here. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you do have any questions when you receive them, you can always just give us a call back, okay?

Speaker speaker\_2: All right. No problem. Thank you.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: That'll be all.

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

Speaker speaker\_2: You, too.

Speaker speaker\_1: Bye now.

Speaker speaker\_2: Bye.