

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, yes, I'm just calling about my card. Like, they've been taking, um, my payment out for the last couple o' weeks and I haven't gotten my card yet. Okay. What staffing company do you work with? I'm sorry? What staffing company do you work with? Uh, TRC. Thank you, and the last four of your Social? 4314. Thank you. And then your first and last name? Theresa Ward. Thank you, Ms. Ward. Could you verify your address and date of birth for me please? Yeah. My address is 251 South Oaks Boulevard, Apartment 90, and that's in Trailsville, Pennsylvania, 19030. And what else did you need? Your date of birth. 10-16-65. Thank you. We have a phone number on file of 267-530-8398, is that correct? Correct. Okay. Let's see here. Okay. Um, so it looks like with that, the issue is just that the policy only became effective as of yesterday. And it typically takes one to two weeks for ID cards to arrive after the effective date, so it's just been a little... it just hasn't been enough time for the ID cards to arrive. Um, let me see if I'm able to pull up any d- digital copies of them. One moment. Yeah. The only reason I'm asking is because the doctor's appointment's coming up and I hadn't explained this to them. Right, I understand. Uh, let's see here. All right. One moment. That's fine. Okay. So I... so I'm able to get a copy of the medical card, but the dental card's still being generated. The dental card I'm not worried about. That... I can wait on that one for the couple weeks. I just need the medical. Okay. Yeah, so, uh, yeah, the medical card is definitely available. I've just pulled it up here. I'm gonna send that on over to you via email. Uh, we have your email on file. Okay. It's psuzanneh83@gmail.com. All right. Okay. All right, so I'll go ahead and email this over to you. This is coming from info@benefitsandacard.com. If you don't see this- Okay. ... in your inbox, just check your spam folder. It may have gotten filtered there. Um, you should just... be getting this in just a couple minutes here, okay? Okay. And the dental should be within the next couple weeks? Uh, yes, ma'am. Okay. Thanks a lot. No problem. Thanks for calling and- All right. ... have a wonderful day. Have... You too. Bye-bye. Bye.

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: Um, yes, I'm just calling about my card. Like, they've been taking, um, my payment out for the last couple o' weeks and I haven't gotten my card yet.

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

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: Thank you, and the last four of your Social?

Speaker speaker_1: 4314.

Speaker speaker_0: Thank you. And then your first and last name?

Speaker speaker_1: Theresa Ward.

Speaker speaker_0: Thank you, Ms. Ward. Could you verify your address and date of birth for me please?

Speaker speaker_1: Yeah. My address is 251 South Oaks Boulevard, Apartment 90, and that's in Trailsville, Pennsylvania, 19030. And what else did you need?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 10-16-65.

Speaker speaker_0: Thank you. We have a phone number on file of 267-530-8398, is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Let's see here. Okay. Um, so it looks like with that, the issue is just that the policy only became effective as of yesterday. And it typically takes one to two weeks for ID cards to arrive after the effective date, so it's just been a little... it just hasn't been enough time for the ID cards to arrive. Um, let me see if I'm able to pull up any d- digital copies of them. One moment.

Speaker speaker_1: Yeah. The only reason I'm asking is because the doctor's appointment's coming up and I hadn't explained this to them.

Speaker speaker_0: Right, I understand. Uh, let's see here. All right. One moment.

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. So I... so I'm able to get a copy of the medical card, but the dental card's still being generated.

Speaker speaker_1: The dental card I'm not worried about. That... I can wait on that one for the couple weeks. I just need the medical.

Speaker speaker_0: Okay. Yeah, so, uh, yeah, the medical card is definitely available. I've just pulled it up here. I'm gonna send that on over to you via email. Uh, we have your email on file.

Speaker speaker_1: Okay.

Speaker speaker_0: It's psuzanneh83@gmail.com.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. All right, so I'll go ahead and email this over to you. This is coming from info@benefitsandacard.com. If you don't see this-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in your inbox, just check your spam folder. It may have gotten filtered there. Um, you should just... be getting this in just a couple minutes here, okay?

Speaker speaker_1: Okay. And the dental should be within the next couple weeks?

Speaker speaker_0: Uh, yes, ma'am.

Speaker speaker_1: Okay. Thanks a lot.

Speaker speaker_0: No problem. Thanks for calling and-

Speaker speaker_1: All right.

Speaker speaker_0: ... have a wonderful day.

Speaker speaker_1: Have... You too. Bye-bye.

Speaker speaker_0: Bye.