

Transcript: Chris Sofield

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Full Transcript

But, we'll do this. Hello? Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Good morning. How are you? Um... I'm doing well. My name is Hang Tren. Um, last time I call insurance, uh, for I get a new card, but, uh, they say need one week. Until right now, two weeks, I don't get everything for new card, the 2025. So, can you tell me what can I do like that? So, what is... You just need a new copy of your ID card? No, for the, the card, for go insurance. I can bring to go doctor, dentist or something like that help, but I don't have a new one. So- 2024, uh, '25. But, uh, last time, I forgot to keep the note. Uh, the guy tell me one week they should mail them come in my house. But until right now, two weeks something, I don't get it. Okay. So, so what you need is new ID cards for your insurance, correct? Yes, correct. Please. Okay. What, okay, what staffing company do you work with? Uh, And the last four of your social? 1096. Thank you. All right. Can you please verify your address and date of birth? Um, 618 Aboway, North Perez, uh, CA 95030-35 and 3/23/1965. Thank you. We have a phone number on file, 408-482-9020. Is that correct? Yes, correct. Okay. So, so you said, so you said you did get the email with the copies of the ID card, you just haven't gotten your physical ID card yet? Um, I need the, the card but, uh, the email, last time I, I, I doesn't get it, but, uh, the guy let me know about one week or two weeks I should be getting the new card. Well, until right now, I don't get anything. Okay. So yes or no? Did you receive an email with your ID cards? Uh, doesn't have it. So, you did not receive an email with your ID card? Yes. Okay. All right. So... I know. Go ahead. Just a moment. Go ahead. All right. Can you verify? We have your email on file. D-O A-N-T-R-I-E U-M-A-I1932@gmail.com? Correct. 1932, right? Yes, ma'am, and then- Yes. ... um, is it just your medical card that you need, or is it a- like, is it your medical, dental and vision? Which, which cards do you need? Vision, vision, health, and then, uh, um, uh, dentist, everything. Uh, I need the card, the new card. Oh, okay. Okay, ma'am. I'm just asking to make sure. So bear with me just a moment. Total, uh, we have three... Uh then, dentist and health too, and health, but, uh, and always they let me know the January 6th, uh, '25, uh, beginning the insurance so we can use it. Oh, last time I called you with you, you there, Chris, right? So I see here that it looks like... One moment. I called you about December, uh, uh, 2nd, 2024. Yeah, it lo- it looks like you... Yeah, it looks like you had given us a call on December 2nd to add vision and that- Yes, but- ... did go into effect on January 6th, and you sh- Yes. And you should have received the ID card for the vision policy, um, at the latest last week. If you did not receive it then, it, then it may have been lost- I don't- ... in transit or something happened with the, something happened with the, uh, the mail. We're, uh... The only thing I can tell you on that is that if it was an issue with, with transit, then unfortunately that's nothing that we have control over. Only thing we can do is, is submit to, uh, see about getting another card out for you. Um, but in the meantime, what I'll do is I'll go ahead and email copies of the ID cards on over to you.

Uh, that way you can go ahead and at least have them for now while you're waiting on new, on new physical copies, okay? Okay, please. And, um- Now- ... I, I check, I check the mail every day because, uh, I need to, uh, go check out United States, but I doesn't have it. I just check- Okay. ... every day. Okay. And again, as I stated, if there was an issue with them arriving in the mail, base- based on the information I have, it looks like everything was sent out, but if there was a problem with them actually arriving, that's nothing that we have control over because that's the, that's the mail system. We're not the mail system. Okay, so but, uh... So anyway, Chris, uh, what can I do with that? Can you send for me something for the temporary- Yes, that- ... until you mail for me the new card? That, that is exactly what I had stated we were doing. I'm gonna go ahead and email copies of the ID cards to you. That way you can- Yes. ... go ahead and have those, have those to be able to use while you're waiting on new physical copies.... please. Thank you so much. Yes, ma'am. Um, so I'll go ahead and work on getting these out to you. You should be receiving this email in a couple of minutes, here. Okay. This is coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Um, but like I said, you should be getting this email in a couple of minutes, here. Um... Yeah. Other than that... Uh, and, and the new physical copies will take seven to 10 business days to arrive in the mail. Okay. Well, Chris? And, and you can- Can you wait for me three minutes? I get a email or something. I... if I come across something, I should be ask you right away, please. Don't hang up right now, please. Just one moment. Yep. Thank you. You say about 10 day? So the, the new, the new physical copies will take about seven to 10 business days. That does not include weekends. Okay. I got it. So, and then I should be look for location www.benefitscard.com? Oh, okay, I g- I got it, for the medical Morean's dot-com. Hm. So yeah, there should be four, uh, PDF files on, in that email. One is your medical card for regular doctor visits, one is your medical card for preventative care visits, and then one is your dental and one is your vision. So, can I question with you, uh, I look inside, uh, Morean dot-com, right? Right? I'm sorry, you, uh, you told- How can I copy the ID of my card? Okay. For VV. Uh, I don't know explain for like that, Chris, this one. Mm. Exam, I look inside for medical. How can I read inside, outside the card for 10 Morean? And then... Chris, and I go inside for medical exam and next step, what can I do? What, what do you mean? Um, right now I get the email from you, right? Right. And they show up, uh, for the medical, dental and, uh, ver- version. But, uh, how can I get the card for 10 Morean? They're, they're in the email. They're attachments, they're files attached to the email. I go inside, I get... So, I should be list each, each one, right? You mean, like that? Yeah. So where you see it should say Tran Medical Card, Tran Dental Card, et cetera, et cetera, those are all files that you have to download to be able to view them. Download. Can I... I don't know how explain for like that, customer. Uh, I so confused. I, I don't know how explain for this one. It's a benefits card. Yeah, hmm. Uh, was there anything else I could assist with, ma'am? Uh, I don't know how can, uh, uh, do this one. Um... Un- unfortunately, I, I mean we're not a tech support company, so I really wouldn't be able to help you out with that. You m- Okay, um- ... you may need to... Yeah, you may need to see if someone can help you look, like, be able to get those files out of your email. I, that's, but we're not a tech support company, so. Okay, okay. So anyway, uh, thank you for your time, Chris. Uh, actually try how it goes on and then, uh, um, I'm very appreciate for your time like that. And, uh, you have a great day. Take care. Bye-bye. You as well, ma'am. Thanks for calling. Bye now. Bye-bye.

Conversation Format

Speaker speaker_0: But, we'll do this.

Speaker speaker_1: Hello?

Speaker speaker_0: Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. Good morning. How are you? Um...

Speaker speaker_0: I'm doing well.

Speaker speaker_1: My name is Hang Tren. Um, last time I call insurance, uh, for I get a new card, but, uh, they say need one week. Until right now, two weeks, I don't get everything for new card, the 2025. So, can you tell me what can I do like that?

Speaker speaker_0: So, what is... You just need a new copy of your ID card?

Speaker speaker_1: No, for the, the card, for go insurance. I can bring to go doctor, dentist or something like that help, but I don't have a new one.

Speaker speaker_0: So-

Speaker speaker_1: 2024, uh, '25. But, uh, last time, I forgot to keep the note. Uh, the guy tell me one week they should mail them come in my house. But until right now, two weeks something, I don't get it.

Speaker speaker_0: Okay. So, so what you need is new ID cards for your insurance, correct?

Speaker speaker_1: Yes, correct. Please.

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

Speaker speaker_1: Uh, And the last four of your social? 1096.

Speaker speaker_0: Thank you. All right. Can you please verify your address and date of birth?

Speaker speaker_1: Um, 618 Aboway, North Perez, uh, CA 95030-35 and 3/23/1965.

Speaker speaker_0: Thank you. We have a phone number on file, 408-482-9020. Is that correct?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. So, so you said, so you said you did get the email with the copies of the ID card, you just haven't gotten your physical ID card yet?

Speaker speaker_1: Um, I need the, the card but, uh, the email, last time I, I, I doesn't get it, but, uh, the guy let me know about one week or two weeks I should be getting the new card.

Well, until right now, I don't get anything.

Speaker speaker_0: Okay. So yes or no? Did you receive an email with your ID cards?

Speaker speaker_1: Uh, doesn't have it.

Speaker speaker_0: So, you did not receive an email with your ID card?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. So...

Speaker speaker_1: I know. Go ahead.

Speaker speaker_0: Just a moment.

Speaker speaker_1: Go ahead.

Speaker speaker_0: All right. Can you verify? We have your email on file. D-O A-N-T-R-I-E U-M-A-I1932@gmail.com?

Speaker speaker_1: Correct. 1932, right?

Speaker speaker_0: Yes, ma'am, and then-

Speaker speaker_1: Yes.

Speaker speaker_0: ... um, is it just your medical card that you need, or is it a- like, is it your medical, dental and vision? Which, which cards do you need?

Speaker speaker_1: Vision, vision, health, and then, uh, um, uh, dentist, everything. Uh, I need the card, the new card.

Speaker speaker_0: Oh, okay. Okay, ma'am. I'm just asking to make sure. So bear with me just a moment.

Speaker speaker_1: Total, uh, we have three... Uh then, dentist and health too, and health, but, uh, and always they let me know the January 6th, uh, '25, uh, beginning the insurance so we can use it. Oh, last time I called you with you, you there, Chris, right?

Speaker speaker_0: So I see here that it looks like... One moment.

Speaker speaker_1: I called you about December, uh, uh, 2nd, 2024.

Speaker speaker_0: Yeah, it lo- it looks like you... Yeah, it looks like you had given us a call on December 2nd to add vision and that-

Speaker speaker_1: Yes, but-

Speaker speaker_0: ... did go into effect on January 6th, and you sh-

Speaker speaker_1: Yes.

Speaker speaker_0: And you should have received the ID card for the vision policy, um, at the latest last week. If you did not receive it then, it, then it may have been lost-

Speaker speaker_1: I don't-

Speaker speaker_0: ... in transit or something happened with the, something happened with the, uh, the mail. We're, uh... The only thing I can tell you on that is that if it was an issue with, with transit, then unfortunately that's nothing that we have control over. Only thing we can do is, is submit to, uh, see about getting another card out for you. Um, but in the meantime, what I'll do is I'll go ahead and email copies of the ID cards on over to you. Uh, that way you can go ahead and at least have them for now while you're waiting on new, on new physical copies, okay?

Speaker speaker_1: Okay, please. And, um-

Speaker speaker_0: Now-

Speaker speaker_1: ... I, I check, I check the mail every day because, uh, I need to, uh, go check out United States, but I doesn't have it. I just check-

Speaker speaker_0: Okay.

Speaker speaker_1: ... every day.

Speaker speaker_0: Okay. And again, as I stated, if there was an issue with them arriving in the mail, base- based on the information I have, it looks like everything was sent out, but if there was a problem with them actually arriving, that's nothing that we have control over because that's the, that's the mail system. We're not the mail system.

Speaker speaker_1: Okay, so but, uh... So anyway, Chris, uh, what can I do with that? Can you send for me something for the temporary-

Speaker speaker_0: Yes, that-

Speaker speaker_1: ... until you mail for me the new card?

Speaker speaker_0: That, that is exactly what I had stated we were doing. I'm gonna go ahead and email copies of the ID cards to you. That way you can-

Speaker speaker_1: Yes.

Speaker speaker_0: ... go ahead and have those, have those to be able to use while you're waiting on new physical copies.

Speaker speaker_1: ... please. Thank you so much.

Speaker speaker_0: Yes, ma'am. Um, so I'll go ahead and work on getting these out to you. You should be receiving this email in a couple of minutes, here.

Speaker speaker_1: Okay.

Speaker speaker_0: This is coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Um, but like I said, you should be getting this email in a couple of minutes, here. Um...

Speaker speaker_1: Yeah.

Speaker speaker_0: Other than that... Uh, and, and the new physical copies will take seven to 10 business days to arrive in the mail.

Speaker speaker_1: Okay. Well, Chris?

Speaker speaker_0: And, and you can-

Speaker speaker_1: Can you wait for me three minutes? I get a email or something. I... if I come across something, I should be ask you right away, please. Don't hang up right now, please.

Speaker speaker_0: Just one moment.

Speaker speaker_1: Yep. Thank you. You say about 10 day?

Speaker speaker_0: So the, the new, the new physical copies will take about seven to 10 business days. That does not include weekends.

Speaker speaker_1: Okay. I got it. So, and then I should be look for location www of benefitscard.com? Oh, okay, I g- I got it, for the medical Morean's dot-com.

Speaker speaker_0: Hm. So yeah, there should be four, uh, PDF files on, in that email. One is your medical card for regular doctor visits, one is your medical card for preventative care visits, and then one is your dental and one is your vision.

Speaker speaker_1: So, can I question with you, uh, I look inside, uh, Morean dot-com, right? Right?

Speaker speaker_0: I'm sorry, you, uh, you told-

Speaker speaker_1: How can I copy the ID of my card?

Speaker speaker_0: Okay.

Speaker speaker_1: For VV. Uh, I don't know explain for like that, Chris, this one. Mm. Exam, I look inside for medical. How can I read inside, outside the card for 10 Morean? And then... Chris, and I go inside for medical exam and next step, what can I do?

Speaker speaker_0: What, what do you mean?

Speaker speaker_1: Um, right now I get the email from you, right?

Speaker speaker_0: Right.

Speaker speaker_1: And they show up, uh, for the medical, dental and, uh, ver- version. But, uh, how can I get the card for 10 Morean?

Speaker speaker_0: They're, they're in the email. They're attachments, they're files attached to the email.

Speaker speaker_1: I go inside, I get... So, I should be list each, each one, right? You mean, like that?

Speaker speaker_0: Yeah. So where you see it should say Tran Medical Card, Tran Dental Card, et cetera, et cetera, those are all files that you have to download to be able to view them.

Speaker speaker_1: Download. Can I... I don't know how explain for like that, customer. Uh, I so confused. I, I don't know how explain for this one. It's a benefits card. Yeah, hmm.

Speaker speaker_0: Uh, was there anything else I could assist with, ma'am?

Speaker speaker_1: Uh, I don't know how can, uh, uh, do this one. Um...

Speaker speaker_0: Un- unfortunately, I, I mean we're not a tech support company, so I really wouldn't be able to help you out with that. You m-

Speaker speaker_1: Okay, um-

Speaker speaker_0: ... you may need to... Yeah, you may need to see if someone can help you look, like, be able to get those files out of your email. I, that's, but we're not a tech support company, so.

Speaker speaker_1: Okay, okay. So anyway, uh, thank you for your time, Chris. Uh, actually try how it goes on and then, uh, um, I'm very appreciate for your time like that. And, uh, you have a great day. Take care. Bye-bye.

Speaker speaker_0: You as well, ma'am. Thanks for calling. Bye now.

Speaker speaker_1: Bye-bye.