

Transcript: Chris Sofield

(deactivated)-6708660737097728-6476184727011328

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 there, Chris. My name's Harvey, um, I wanted to get my policy information for my benefits. Okay. The name of the health insurance and the policy number. That's all. Okay. Okay. What staffing company do you work with? Uh, MAU and it's AFL. Okay, so MAU and then the last four of your Social? Um, 9121. And your last name, sir? Diaz. All right, Mr. Diaz, could you verify your address and date of birth for me please? 042491 and then Four Hershfeld Court, Taylor, South Carolina. And the zip? 29687. Thank you. Uh, phone on file we have is 864-315-8427, is that correct? Yes. All right. And email we have on file is harveydiaz900@yahoo.com, is that also correct? Yes. Okay, one moment. Okay. I'm pulling up the, uh, policy information now. Um, what I may actually be able to do for you, Mr. Diaz, is I should be able to actually email copies of your ID cards - Okay. ... quickly on over to you. Um, give me- Yeah. ... just a moment to see if I can get all of those pulled up here, okay? Yeah, that does so vision help, that'd be great. Okay, so it does look like, yes, all three ID cards are available to be able to send out s- like that. So let me go ahead and grab these all, uh, and email them over. These are gonna come from info@benefitsinacard.com. If you don't see these in your inbox just check- Uh-huh. ... your spam folder, may have gotten filtered there. Yeah. Okay. You should get this email with these ID cards in just a couple of minutes here, okay? Yes, sir. Thank you. No problem. Anything else? Nope. All right. If that's everything, thanks again for calling and you have a wonderful day. You too, take care. Bye bye. You as well. Bye now.

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 there, Chris. My name's Harvey, um, I wanted to get my policy information for my benefits.

Speaker speaker_1: Okay.

Speaker speaker_2: The name of the health insurance and the policy number. That's all.

Speaker speaker_1: Okay. Okay. What staffing company do you work with?

Speaker speaker_2: Uh, MAU and it's AFL.

Speaker speaker_1: Okay, so MAU and then the last four of your Social?

Speaker speaker_2: Um, 9121.

Speaker speaker_1: And your last name, sir?

Speaker speaker_2: Diaz.

Speaker speaker_1: All right, Mr. Diaz, could you verify your address and date of birth for me please?

Speaker speaker_2: 042491 and then Four Hershfeld Court, Taylor, South Carolina.

Speaker speaker_1: And the zip?

Speaker speaker_2: 29687.

Speaker speaker_1: Thank you. Uh, phone on file we have is 864-315-8427, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And email we have on file is harveydiaz900@yahoo.com, is that also correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, one moment. Okay. I'm pulling up the, uh, policy information now. Um, what I may actually be able to do for you, Mr. Diaz, is I should be able to actually email copies of your ID cards -

Speaker speaker_2: Okay.

Speaker speaker_1: ... quickly on over to you. Um, give me-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... just a moment to see if I can get all of those pulled up here, okay?

Speaker speaker_2: Yeah, that does so vision help, that'd be great.

Speaker speaker_1: Okay, so it does look like, yes, all three ID cards are available to be able to send out s- like that. So let me go ahead and grab these all, uh, and email them over. These are gonna come from info@benefitsinacard.com. If you don't see these in your inbox just check-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... your spam folder, may have gotten filtered there.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: You should get this email with these ID cards in just a couple of minutes here, okay?

Speaker speaker_2: Yes, sir. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Nope.

Speaker speaker_1: All right. If that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_2: You too, take care. Bye bye.

Speaker speaker_1: You as well. Bye now.