

Transcript: Chris Sofield

(deactivated)-4544256040452096-4641930634805248

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? Yeah. Hi. Um, uh, my mom is, um, ... on in age and she gave me this file that was opened at your bank, at Citicorp in... issue date is August 4, 1994. The writing agent is Steve Hang and I have a contract number. Okay. So, I'm just checking to see if, if it's still there. We're not affiliated with Citicorp and never have been, so I'm not sure why they're directing you to call us. But you'll... I- I, I don't really know. I have a letter. Again, I'm not sure- A letter from Citicorp. ... I understand that. But the information that they're providing you as far as contacting them is incorrect. This is not Citicorp and we are not affiliated with Citicorp. We cannot help you. It says, "Citicorp Life Insurance Company" is what it says ...on this thing. We are not... We are not Citicorp. We are not affiliated with Citicorp. We cannot help you. This is not something that we can help with. Okay. Well, it's got your letterhead. It's got your letter. You have- This- ... your- Ma'am, this is Benefits in a Card. This is not Citicorp. We are not affiliated with them. Okay. I guess, uh, whatever this is, is wrong. So, I'll call somebody else. Thank you. Have a good day.

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: Yeah. Hi. Um, uh, my mom is, um, ... on in age and she gave me this file that was opened at your bank, at Citicorp in... issue date is August 4, 1994. The writing agent is Steve Hang and I have a contract number.

Speaker speaker_1: Okay.

Speaker speaker_2: So, I'm just checking to see if, if it's still there.

Speaker speaker_1: We're not affiliated with Citicorp and never have been, so I'm not sure why they're directing you to call us. But you'll...

Speaker speaker_2: I-

Speaker speaker_1: I, I don't really know.

Speaker speaker_2: I have a letter.

Speaker speaker_1: Again, I'm not sure-

Speaker speaker_2: A letter from Citicorp.

Speaker speaker_1: ... I understand that. But the information that they're providing you as far as contacting them is incorrect. This is not Citicorp and we are not affiliated with Citicorp. We cannot help you.

Speaker speaker_2: It says, "Citicorp Life Insurance Company" is what it says ...on this thing.

Speaker speaker_1: We are not... We are not Citicorp. We are not affiliated with Citicorp. We cannot help you. This is not something that we can help with.

Speaker speaker_2: Okay. Well, it's got your letterhead. It's got your letter. You have-

Speaker speaker_1: This-

Speaker speaker_2: ... your-

Speaker speaker_1: Ma'am, this is Benefits in a Card. This is not Citicorp. We are not affiliated with them.

Speaker speaker_2: Okay. I guess, uh, whatever this is, is wrong. So, I'll call somebody else. Thank you.

Speaker speaker_1: Have a good day.