

## **Transcript: Chris Sofield**

**(deactivated)-4551111379730432-5124395158683648**

### **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? Uh, hi. My name's Janos. I'm calling about my digital ID card that I haven't seen on the website. Okay. Um, we can check to see if those are available. What staffing company do you work with? Stero Staffing. And the last four of your Social? Four, seven, nine, five. Okay. Can you verify your address and date of birth for me, please? Address is 415 Lake View Road, S11, Lynnwood, Washington, 98087. And birth is 08/14/1961. Okay. We have a phone number on file for you at 563-5991. Is that correct? That is correct. And an email of szamosj@yahoo.com? Yeah, that is correct. Okay. Let me check to see if your ID cards are available yet. Bear with me just a moment. Okay. All right. It looks like those ID cards are available. I'll go ahead and email them on over to you. The email- Okay. ... will be coming from info@benefitsinacard.com. If you don't see these 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. All right. Was there anything else I could help you with? Okay. That's all. All right. Thanks again for calling and have a wonderful day. Thank you. You too. You're welcome. Bye now. Bye then.

### **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: Uh, hi. My name's Janos. I'm calling about my digital ID card that I haven't seen on the website.

Speaker speaker\_1: Okay. Um, we can check to see if those are available. What staffing company do you work with?

Speaker speaker\_2: Stero Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Four, seven, nine, five.

Speaker speaker\_1: Okay. Can you verify your address and date of birth for me, please?

Speaker speaker\_2: Address is 415 Lake View Road, S11, Lynnwood, Washington, 98087. And birth is 08/14/1961.

Speaker speaker\_1: Okay. We have a phone number on file for you at 563-5991. Is that correct?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And an email of szamosj@yahoo.com?

Speaker speaker\_2: Yeah, that is correct.

Speaker speaker\_1: Okay. Let me check to see if your ID cards are available yet. Bear with me just a moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. It looks like those ID cards are available. I'll go ahead and email them on over to you. The email-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... will be coming from info@benefitsinacard.com. If you don't see these 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.

Speaker speaker\_1: All right. Was there anything else I could help you with?

Speaker speaker\_2: Okay. That's all.

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

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: You're welcome. Bye now.

Speaker speaker\_2: Bye then.