

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? Hi, Chris. I... I'm calling because I lost my... I lost my card, and I need to go get a doctor's note. And I'd, I'd like to get my policy number, if I can. Okay. What staffing company do you work with? MAU Workforce Solutions. All right. And the last four of your Social to locate your file? 8014. Thank you. Your first and last name? Brendan Shaw. Thank you. Shaw, could you verify your address and your date of birth for me? Yes. 2279 North Hobbs Creek Drive, Layton, Utah 84040. September 4th, 2004. Thank you. We have a phone on file of 230-9941. Is that correct? Yes. And an email of brendanshaw897@gmail.com? Yes. Okay, one moment. See if I can pull this up for you. Okay. Yeah, so what I should be able to do is I can pull up a copy of the, uh, ID card and email that directly on over to you so you can go ahead and have that as soon as possible. That'd be great. And is there any way that you can help me get into the client portal? I absolutely cannot get into it to save my life. Okay. The client portal, uh, what is the website that you're going to for that? Uh, it's the clientportal.benefitsinacard.com. Client, clientportal.benefitsinacard.com? Yes. I f- hmmm... I believe that portal- Where can I find that? One moment. Okay. That's, that's for our actual business clients. That's for MAU, not for you. Mm-hmm. Um, the- Mm-hmm. ... website that you'll... The website that you'll go to is... One moment here. Is it virtualcare.benefitsandcard.com? Uh, that- That would be for the- Oh. ... virtual care portal, but, um, that's, that's- This is bugging me. ... specifically for the virtual care portal. Um, the- Sorry, I was trying to get on. Had this all night. Right. So yeah, no, that, that would be for your virtual care services. Um, for anything else, the portal is actually going to be mybenefitsinacard.com/mau. But I've gone ahead and sent that ID card to your email address. That should be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, was there anything else I could help out with? Nope, that's all. All right. Thanks again for calling and have a wonderful day. Thanks. You too. Bye now.

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: Hi, Chris. I... I'm calling because I lost my... I lost my card, and I need to go get a doctor's note. And I'd, I'd like to get my policy number, if I can.

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

Speaker speaker_1: MAU Workforce Solutions.

Speaker speaker_0: All right. And the last four of your Social to locate your file?

Speaker speaker_1: 8014.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Brendan Shaw.

Speaker speaker_0: Thank you. Shaw, could you verify your address and your date of birth for me?

Speaker speaker_1: Yes. 2279 North Hobbs Creek Drive, Layton, Utah 84040. September 4th, 2004.

Speaker speaker_0: Thank you. We have a phone on file of 230-9941. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And an email of brendanshaw897@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, one moment. See if I can pull this up for you. Okay. Yeah, so what I should be able to do is I can pull up a copy of the, uh, ID card and email that directly on over to you so you can go ahead and have that as soon as possible.

Speaker speaker_1: That'd be great. And is there any way that you can help me get into the client portal? I absolutely cannot get into it to save my life.

Speaker speaker_0: Okay. The client portal, uh, what is the website that you're going to for that?

Speaker speaker_1: Uh, it's the clientportal.benefitsinacard.com.

Speaker speaker_0: Client, clientportal.benefitsinacard.com?

Speaker speaker_1: Yes.

Speaker speaker_0: I f- hmmm... I believe that portal-

Speaker speaker_1: Where can I find that ?

Speaker speaker_0: One moment. Okay. That's, that's for our actual business clients. That's for MAU, not for you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, the-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... website that you'll... The website that you'll go to is... One moment here.

Speaker speaker_1: Is it virtualcare.benefitsandcard.com?

Speaker speaker_0: Uh, that- That would be for the-

Speaker speaker_1: Oh.

Speaker speaker_0: ... virtual care portal, but, um, that's, that's-

Speaker speaker_1: This is bugging me.

Speaker speaker_0: ... specifically for the virtual care portal. Um, the-

Speaker speaker_1: Sorry, I was trying to get on. Had this all night.

Speaker speaker_0: Right. So yeah, no, that, that would be for your virtual care services. Um, for anything else, the portal is actually going to be mybenefitsinacard.com/mau. But I've gone ahead and sent that ID card to your email address. That should be coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, was there anything else I could help out with?

Speaker speaker_1: Nope, that's all.

Speaker speaker_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_1: Thanks. You too.

Speaker speaker_0: Bye now.