

## **Transcript: Chris Sofield**

**(deactivated)-4635630548336640-5722461251616768**

### **Full Transcript**

... you can see that. Yeah, I heard. Thank you for calling Benefits in a Card, this is Chris, how can I help you today? Hi Chris, how you doing? I'm doing all right, and yourself? Oh, I'm fine thank you. This is, uh, Rukaya Woods from, uh, re- the resource. Uh- Mm-hmm. ... I, I came up... Yeah, it's about this. My, my insurance, my card. My medical card, and, uh, my... this is vision and, uh, I- I- you- I was told you were gonna mail it to me but I couldn't f- I, I still don't have it. And I... Okay. Um, what's the last four of your Social so I can locate your file? Yeah, it's 9852. Thank you. All right, let's see here. So could you verify your address and your date of birth for me? Yeah, it's 1521 Bridleford Parkway, Apartment 8D, Greensboro, North Carolina 27- 27407. And 12/25/78. Thank you. We have a phone number on file of 336-457-3042, is that correct? It show, yeah. And we have an email on file of rukaya3136@gmail.com, is that correct? That's correct. Yeah, that's correct. Okay. One moment. Yeah, yeah. Okay. And... Is there, is there any way you can email the, the card to me on my email right now? Yeah, I'm pulling that information up for you. One moment. I- I- okay. All right, one moment. Okay. But I have the vision. It's only, it's- it's just, it's le- it was, it's only... but you can email me all. It's only the den- the dental and the medical that I- I... You- you need the, you need the dental card as well? N- yeah, the medical and the dental. They mailed me only the vision, the one for the vision. But, uh... Okay. They didn't, they didn't, yeah... but I still could just send out. Okay. Yeah, we can, we can email you both the medical and the dental cards. This email's coming from- Okay. ... info@benefitsinacard.com. If you don't see this in your inbox- Okay. ... just check your spam folder, may have gotten filtered there. Okay. Uh, was there anything else I can help you with? Okay. Info, right? Yes, ma'am. Yeah, that's that. That's what I... And when do you think I can have it, the card will, would be mailed to me? No. Uh, we'll send a- No, the post come... We'll send a request to the insurance carrier and have them, uh, and have them- Okay. ... send those out to you. Those should take ar- that should take about 7 to 10 business days to arrive. N- no problem. Okay. All right. All right. Okay. Anything else? Well, no, thank you. That's all I wanted. All right. Well, if that's everything, thanks again for calling and have a wonderful day. Okay. Yeah. Okay. All right. Mm-hmm. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: ... you can see that.

Speaker speaker\_1: Yeah, I heard.

Speaker speaker\_2: Thank you for calling Benefits in a Card, this is Chris, how can I help you today?

Speaker speaker\_0: Hi Chris, how you doing?

Speaker speaker\_2: I'm doing all right, and yourself?

Speaker speaker\_0: Oh, I'm fine thank you. This is, uh, Rukaya Woods from, uh, re- the resource. Uh-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... I, I came up... Yeah, it's about this. My, my insurance, my card. My medical card, and, uh, my... this is vision and, uh, I- I- you- I was told you were gonna mail it to me but I couldn't f- I, I still don't have it. And I...

Speaker speaker\_2: Okay. Um, what's the last four of your Social so I can locate your file?

Speaker speaker\_0: Yeah, it's 9852.

Speaker speaker\_2: Thank you. All right, let's see here. So could you verify your address and your date of birth for me?

Speaker speaker\_0: Yeah, it's 1521 Bridleford Parkway, Apartment 8D, Greensboro, North Carolina 27- 27407. And 12/25/78.

Speaker speaker\_2: Thank you. We have a phone number on file of 336-457-3042, is that correct?

Speaker speaker\_0: It show, yeah.

Speaker speaker\_2: And we have an email on file of rukaya3136@gmail.com, is that correct?

Speaker speaker\_0: That's correct. Yeah, that's correct.

Speaker speaker\_2: Okay. One moment.

Speaker speaker\_0: Yeah, yeah.

Speaker speaker\_2: Okay. And...

Speaker speaker\_0: Is there, is there any way you can email the, the card to me on my email right now?

Speaker speaker\_2: Yeah, I'm pulling that information up for you. One moment.

Speaker speaker\_0: I- I- okay.

Speaker speaker\_2: All right, one moment.

Speaker speaker\_0: Okay. But I have the vision. It's only, it's- it's just, it's le- it was, it's only... but you can email me all. It's only the den- the dental and the medical that I- I...

Speaker speaker\_2: You- you need the, you need the dental card as well?

Speaker speaker\_0: N- yeah, the medical and the dental. They mailed me only the vision, the one for the vision. But, uh...

Speaker speaker\_2: Okay.

Speaker speaker\_0: They didn't, they didn't, yeah... but I still could just send out.

Speaker speaker\_2: Okay. Yeah, we can, we can email you both the medical and the dental cards. This email's coming from-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... info@benefitsinacard.com. If you don't see this in your inbox-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... just check your spam folder, may have gotten filtered there.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Uh, was there anything else I can help you with?

Speaker speaker\_0: Okay. Info, right?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Yeah, that's that. That's what I... And when do you think I can have it, the card will, would be mailed to me?

Speaker speaker\_2: No. Uh, we'll send a-

Speaker speaker\_0: No, the post come...

Speaker speaker\_2: We'll send a request to the insurance carrier and have them, uh, and have them-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... send those out to you. Those should take ar- that should take about 7 to 10 business days to arrive.

Speaker speaker\_0: N- no problem. Okay. All right.

Speaker speaker\_2: All right.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Anything else?

Speaker speaker\_0: Well, no, thank you. That's all I wanted.

Speaker speaker\_2: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_0: Okay. Yeah. Okay.

Speaker speaker\_2: All right. Mm-hmm. Bye now.

Speaker speaker\_0: Bye.