

Transcript: Chris Sofield

(deactivated)-4639717173444608-5700912726884352

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? Yes, my name is Keith Mills. I have a, uh, I have benefits through DTC and I haven't received any sort of card or confirmation of benefits, so I'm just hoping you could help me out. Okay. Yeah, should be able to help out with that. Uh, what's the last four of your social, sir? 8683. One moment. You said last name Mills? Yes, sir. Okay. Uh, Mr. Mills, can you verify your address and your date of birth for me, please? Uh, date of birth is June 29th of 1988. Uh, the... Um, the address, I'm not sure which one you have on file. It's either in Hastings or Stanton, which, you know which one it is? Uh, it's actually neither. Well, there's part of your problem, 'cause that's the old address over in Eilert, Colorado, correct? Yeah, that's the one that we have. Yeah. 315 Railroad Avenue, Apartment, uh... Uh, I don't remember what apartment it was, but that's an old, old address. Okay. Um, yeah, we can go ahead and update that then. Uh, what's the... What, what's the current mailing address? It is 1011 8th Street, Apartment E. Mm-hmm. In Stanton, Nebraska. All right. And the zip? 68779. 68779. Got it. All right. And then, the phone we have on file, uh, we have 705-9764. Is that still correct? That is correct. All right. And then, the email we have on file, keith.m.mills@gmail.com. Is that still correct as well? Yes, sir. All right. What I'll do for you then is, I think I will have an email, a copy of the medical, of the ID card directly on over to you. Um, given that we have the old address on file, I'll, I'll work on getting copies of all of your ID cards sent to that email address. Um- Okay. You should be receiving this email in the next couple of minutes here. Uh, this will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Sure. Um, but yeah, you should get that in just a couple of minutes and that should be everything you need to be able to set up any appointments you may need. Perfect. I appreciate it, sir. No problem. Anything else? No, that'll be it. All right. Thanks again for calling and have a wonderful day. You as well. All right. 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: Yes, my name is Keith Mills. I have a, uh, I have benefits through DTC and I haven't received any sort of card or confirmation of benefits, so I'm just hoping you could help me out.

Speaker speaker_1: Okay. Yeah, should be able to help out with that. Uh, what's the last four of your social, sir?

Speaker speaker_2: 8683.

Speaker speaker_1: One moment. You said last name Mills?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Uh, Mr. Mills, can you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, date of birth is June 29th of 1988. Uh, the... Um, the address, I'm not sure which one you have on file. It's either in Hastings or Stanton, which, you know which one it is?

Speaker speaker_1: Uh, it's actually neither.

Speaker speaker_2: Well, there's part of your problem, 'cause that's the old address over in Eilert, Colorado, correct?

Speaker speaker_1: Yeah, that's the one that we have.

Speaker speaker_2: Yeah. 315 Railroad Avenue, Apartment, uh... Uh, I don't remember what apartment it was, but that's an old, old address.

Speaker speaker_1: Okay. Um, yeah, we can go ahead and update that then. Uh, what's the... What, what's the current mailing address?

Speaker speaker_2: It is 1011 8th Street, Apartment E.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: In Stanton, Nebraska.

Speaker speaker_1: All right. And the zip?

Speaker speaker_2: 68779.

Speaker speaker_1: 68779. Got it. All right. And then, the phone we have on file, uh, we have 705-9764. Is that still correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. And then, the email we have on file, keith.m.mills@gmail.com. Is that still correct as well?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. What I'll do for you then is, I think I will have an email, a copy of the medical, of the ID card directly on over to you. Um, given that we have the old address on file, I'll, I'll work on getting copies of all of your ID cards sent to that email address. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: You should be receiving this email in the next couple of minutes here. Uh, this will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there.

Speaker speaker_2: Sure.

Speaker speaker_1: Um, but yeah, you should get that in just a couple of minutes and that should be everything you need to be able to set up any appointments you may need.

Speaker speaker_2: Perfect. I appreciate it, sir.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You as well.

Speaker speaker_1: All right. Bye now.