

Transcript: Chris Sofield (deactivated)-4642801270702080-5227833395822592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You've called Benefits and a Card. This is Chris. How can I help you today? Hi. I am looking for my husband's insurance card numbers. Uh, his name is Brody Jacobson. Okay. Do you know what staffing company he works with? Um, he is hired through DTC, um, working for ADM in Enderland, if that makes sense. So DTC is who we need to look through, and then, um... Let's see here. The, uh, what's the last four of his social? Uh, 4606. And... One moment. All right, Mr. Jacobson. Uh, can you verify y'all's address and then his date of birth, please? His date of birth is August 6th, 1997. Address is 724 Park Lane Trailer Court, Milmer, North Dakota, 58060. Thank you. We have a phone on file for him at 970-7052. Is that correct? Yes, sir. Okay. Okay. And then we have an email on file for him at brodyjacobson8497@gmail.com? Yep. Okay. What we'll do then is we will go ahead and send a copy of the ID card via email. So go ahead and get that out as quickly as possible. Um, just let him know that he'll be receiving this email from info@benefitsandacard.com. And if- Uh, is there any way you can give me the numbers? I'm sitting at the ER right now. He needs the numbers to get the medication that'll help him. Okay. Let me know when you're ready. Give me one second. Okay. All right. And this is for his medical card? Yes. All right. I am ready. The policy number is 2549825. And- And that's the policy number? Yes. And then the group number is 70051. Okay. And then this is through American Public Life. American Public Life. Yes. Awesome. All right. Anything else? That should be everything. Um, and then if you could still send out the email, 'cause he has not received his card yet in the mail. Okay. So let him know that the email copy will be coming from info@benefitsandacard.com. If he doesn't see this in his inbox, just check the spam folder. All right. Thank you so much, hon. You're welcome. Thanks for calling, and have a good day. You too. Bye. Bye, now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: You've called Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. I am looking for my husband's insurance card numbers. Uh, his name is Brody Jacobson.

Speaker speaker_1: Okay. Do you know what staffing company he works with?

Speaker speaker_2: Um, he is hired through DTC, um, working for ADM in Enderland, if that makes sense.

Speaker speaker_1: So DTC is who we need to look through, and then, um... Let's see here. The, uh, what's the last four of his social?

Speaker speaker_2: Uh, 4606.

Speaker speaker_1: And... One moment. All right, Mr. Jacobson. Uh, can you verify y'all's address and then his date of birth, please?

Speaker speaker_2: His date of birth is August 6th, 1997. Address is 724 Park Lane Trailer Court, Milmer, North Dakota, 58060.

Speaker speaker_1: Thank you. We have a phone on file for him at 970-7052. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Okay. And then we have an email on file for him at brodyjacobson8497@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. What we'll do then is we will go ahead and send a copy of the ID card via email. So go ahead and get that out as quickly as possible. Um, just let him know that he'll be receiving this email from info@benefitsandacard.com. And if-

Speaker speaker_2: Uh, is there any way you can give me the numbers? I'm sitting at the ER right now. He needs the numbers to get the medication that'll help him.

Speaker speaker_1: Okay. Let me know when you're ready.

Speaker speaker_2: Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. And this is for his medical card?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. I am ready.

Speaker speaker_1: The policy number is 2549825. And-

Speaker speaker_2: And that's the policy number?

Speaker speaker_1: Yes. And then the group number is 70051.

Speaker speaker_2: Okay.

Speaker speaker_1: And then this is through American Public Life.

Speaker speaker_2: American Public Life.

Speaker speaker_1: Yes.

Speaker speaker_2: Awesome.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That should be everything. Um, and then if you could still send out the email, 'cause he has not received his card yet in the mail.

Speaker speaker_1: Okay. So let him know that the email copy will be coming from info@benefitsandacard.com. If he doesn't see this in his inbox, just check the spam folder.

Speaker speaker_2: All right. Thank you so much, hon.

Speaker speaker_1: You're welcome. Thanks for calling, and have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye, now.