

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. I recently enrolled, um, with Benefits on a Card, and I was wondering if I could get my digital card so I can visit the pharmacy? Okay. What staffing company do you work with? Uh, Oxford. Okay. And last four of your Social? Zero, zero, two, one. Thank you. And your first and last name? Uh, S-T-A-N-L-E-Y. Last name T as in Tom, H-A-N-G. Thank you. Can you verify your address and your date of birth for me please, sir? Five Foundry Lane, Canton, Massachusetts 02021. Birthday is 02/06/95. Thank you. We have a phone number on file of 869-3894, is that correct? Yep. And an email of, looks like thang.stanley@gmail.com. Is that correct? Yeah. Okay. One moment. Thank you. And... You're welcome. And I... Just to confirm, I do see here it looks like there was a request earlier this morning for those ID cards. Um, did, uh, did those just not arrive? Yeah. Um, she told me to check my spam folder and all that, and I still haven't received it. It's about five hours ago. Understood. I just wanted to confirm and make sure. Um, one moment. Thank you. You're welcome. Yeah, I should be able to get copies back out to you again. Uh, one moment. Okay. Yeah, so it does look like all of your ID cards are available, so, um, should be able to go ahead and get those back out to you. Um, the original request, there may have been an error or an issue with the email server or email system at the time, so I'm not sure what would've caused that, but we'll go ahead and get it back out here. One moment. Perfect, thank you. No problem. All right. Yep, I do see all of your ID cards. I'll go ahead and work on getting them out to you. If you would like, uh, given the, um, issue that you had earlier with those ID cards, I can stay on the line with you while you check your inbox to see if you've gotten them. Oh, yeah, that would be great. Thank you. No problem. One moment. W- I'm still getting those sent out. Okay. And just to confirm, your email address is once again T-H-A-N-G.stanley@gmail.com? Yep. Okay. Got it. All right. Email has been sent. Uh, if you don't see it in your inbox, just check your spam folder. Um, and yeah, I'll just stay on the line while you check that to make sure that you... To confirm that you got it, okay? Okay, thank you. I'm checking now. Okay, I just got it. Okay. Awesome. All right then, was there anything else I could help you with? No, that would be it. Thank you so much. You're very welcome. Thanks for calling and you have a wonderful day. Thank you. You too. All right. Bye now. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. I recently enrolled, um, with Benefits on a Card, and I was wondering if I could get my digital card so I can visit the pharmacy?

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, Oxford.

Speaker speaker_1: Okay. And last four of your Social?

Speaker speaker_2: Zero, zero, two, one.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: Uh, S-T-A-N-L-E-Y. Last name T as in Tom, H-A-N-G.

Speaker speaker_1: Thank you. Can you verify your address and your date of birth for me please, sir?

Speaker speaker_2: Five Foundry Lane, Canton, Massachusetts 02021. Birthday is 02/06/'95.

Speaker speaker_1: Thank you. We have a phone number on file of 869-3894, is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: And an email of, looks like thang.stanley@gmail.com. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. One moment.

Speaker speaker_2: Thank you.

Speaker speaker_1: And... You're welcome. And I... Just to confirm, I do see here it looks like there was a request earlier this morning for those ID cards. Um, did, uh, did those just not arrive?

Speaker speaker_2: Yeah. Um, she told me to check my spam folder and all that, and I still haven't received it. It's about five hours ago.

Speaker speaker_1: Understood. I just wanted to confirm and make sure. Um, one moment.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Yeah, I should be able to get copies back out to you again. Uh, one moment. Okay. Yeah, so it does look like all of your ID cards are available, so, um, should be able to go ahead and get those back out to you. Um, the original request, there may have been an error or an issue with the email server or email system at the time, so I'm not sure what would've caused that, but we'll go ahead and get it back out here. One moment.

Speaker speaker_2: Perfect, thank you.

Speaker speaker_1: No problem. All right. Yep, I do see all of your ID cards. I'll go ahead and work on getting them out to you. If you would like, uh, given the, um, issue that you had earlier with those ID cards, I can stay on the line with you while you check your inbox to see if you've gotten them.

Speaker speaker_2: Oh, yeah, that would be great. Thank you.

Speaker speaker_1: No problem. One moment. W- I'm still getting those sent out.

Speaker speaker_2: Okay.

Speaker speaker_1: And just to confirm, your email address is once again T-H-A-N-G.stanley@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Got it. All right. Email has been sent. Uh, if you don't see it in your inbox, just check your spam folder. Um, and yeah, I'll just stay on the line while you check that to make sure that you... To confirm that you got it, okay?

Speaker speaker_2: Okay, thank you. I'm checking now. Okay, I just got it.

Speaker speaker_1: Okay. Awesome. All right then, was there anything else I could help you with?

Speaker speaker_2: No, that would be it. Thank you so much.

Speaker speaker_1: You're very welcome. Thanks for calling and you have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_2: Thank you. Bye.