

Transcript: Chris Sofield

(deactivated)-4702464847069184-5500074264576000

Full Transcript

Your call may be monitored or recorded for quality assurance- Good morning. ... purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, good morning. I was calling, um, because I believe I, um, like I'm enrolled in vision, um, and dental insurance. I just don't remember receiving a card, um, and I'm not too sure, uh, like who the provider is or anything like that. Okay. What staffing company do you work with? TRC. And the last four of your Social? 3242. And your first and last name? Kiana Hargrove. Okay. Ms. Hargrove, could you verify your address and your date of birth for me? Yes. It's 8501 University Executive Park Drive, um, and it's apartment... It should, it would either be 1031 or 3055. I just moved units. I don't know if I updated it. Uh, and that's in Charlotte, Rich- um, Charlotte, Virginia 23- well, 28262. Um, birthday 09/12/99. Okay. So, I think I see exactly why you wouldn't have received your ID cards. That address is not the one we have on file. We have one in Richmond. Oh, okay. That makes sense. I just moved, so it's the 219 East Broad Street. Yes, that's the one that we have, um, that needs to be updated? Yes. Okay. Uh, could you... What, what was the, uh, current address one more time? It's 8501 University Executive Park Drive, Apartment 3055. Mm-hmm. And, um, that's in Charlotte, North Carolina, zip code 28262. Thank you. All right. Mm-hmm. Uh, the phone that we have on file, we have 804-845-0027. Is that correct? No, that's changed too. It's- Okay. ... mm, 980- Mm-hmm. ... 616-4641. All right, and then the email we have on file, we have Kiana, looks like, harrove@Hotmail.com? Uh, it should be KianaHargrove@Hotmail.com. Is it a G in there? Yeah, we were missing the G out of that, so looks like there, looks like there was, uh, either outdated or incorrect information just about everywhere. Okay. Yeah. We'll get that all fixed. Thank you. No problem. All right. Yeah, so that... But, yeah, that, having the old Virginia address is why we, you wouldn't have gotten your ID cards, 'cause they would've gone to a completely different state. Um, to kinda just go ahead and get the information to you as quickly as possible, what I'll do is I'll pull up the copies of those ID cards, um, digital, and, uh, email them directly on over to you, okay? Okay. Thank you. No problem. This email, uh, this is gonna be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, all you'll need to do is just, uh, either print this off, save it and just show the file to the doctor, however you need to do, so, uh, but these will be the, um, the exact images of the ID cards that you normally would have received, okay? Okay, sounds good. Thank you- All right. ... so much. No problem. Should be getting this in, should be getting these in just a couple of minutes here. Was there anything else? Um, no, that was it. All right. Well, if that's everything, thanks again for calling and have a wonderful day. Thank you. You as well. All right. Bye now.

Conversation Format

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

Speaker speaker_1: Good morning.

Speaker speaker_0: ... purposes.

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, good morning. I was calling, um, because I believe I, um, like I'm enrolled in vision, um, and dental insurance. I just don't remember receiving a card, um, and I'm not too sure, uh, like who the provider is or anything like that.

Speaker speaker_2: Okay. What staffing company do you work with?

Speaker speaker_1: TRC.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_1: 3242.

Speaker speaker_2: And your first and last name?

Speaker speaker_1: Kiana Hargrove.

Speaker speaker_2: Okay. Ms. Hargrove, could you verify your address and your date of birth for me?

Speaker speaker_1: Yes. It's 8501 University Executive Park Drive, um, and it's apartment... It should, it would either be 1031 or 3055. I just moved units. I don't know if I updated it. Uh, and that's in Charlotte, Rich- um, Charlotte, Virginia 23- well, 28262. Um, birthday 09/12/99.

Speaker speaker_2: Okay. So, I think I see exactly why you wouldn't have received your ID cards. That address is not the one we have on file. We have one in Richmond.

Speaker speaker_1: Oh, okay. That makes sense. I just moved, so it's the 219 East Broad Street.

Speaker speaker_2: Yes, that's the one that we have, um, that needs to be updated?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Uh, could you... What, what was the, uh, current address one more time?

Speaker speaker_1: It's 8501 University Executive Park Drive, Apartment 3055.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And, um, that's in Charlotte, North Carolina, zip code 28262.

Speaker speaker_2: Thank you. All right.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, the phone that we have on file, we have 804-845-0027. Is that correct?

Speaker speaker_1: No , that's changed too. It's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... mm, 980-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 616-4641.

Speaker speaker_2: All right, and then the email we have on file, we have Kiana, looks like, harrove@Hotmail.com?

Speaker speaker_1: Uh, it should be KianaHargrove@Hotmail.com. Is it a G in there?

Speaker speaker_2: Yeah, we were missing the G out of that, so looks like there, looks like there was, uh, either outdated or incorrect information just about everywhere. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: We'll get that all fixed.

Speaker speaker_1: Thank you.

Speaker speaker_2: No problem. All right. Yeah, so that... But, yeah, that, having the old Virginia address is why we, you wouldn't have gotten your ID cards, 'cause they would've gone to a completely different state. Um, to kinda just go ahead and get the information to you as quickly as possible, what I'll do is I'll pull up the copies of those ID cards, um, digital, and, uh, email them directly on over to you, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: No problem. This email, uh, this is gonna be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, all you'll need to do is just, uh, either print this off, save it and just show the file to the doctor, however you need to do, so, uh, but these will be the, um, the exact images of the ID cards that you normally would have received, okay?

Speaker speaker_1: Okay, sounds good. Thank you-

Speaker speaker_2: All right.

Speaker speaker_1: ... so much.

Speaker speaker_2: No problem. Should be getting this in, should be getting these in just a couple of minutes here. Was there anything else?

Speaker speaker_1: Um, no, that was it.

Speaker speaker_2: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_2: All right. Bye now.