

## **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 in a Card. This is Chris. How can I help you today? What's up, Mr. Chris? How you doing, man? I'm doing all right, sir. How about yourself? I'm doing good. Uh, my name Ernest York and I work for Service Temp Service, right? And I've been getting insurance for like a month. I paid for the insurance or whatever. Right. But they, they never told me who my insurance provider was and I need to go to the doc- I need to get me a primary doctor about something. Okay. Yeah. We should be able to help out with that. What's the last four of your Social so I can locate your file, sir? It's 3976. Nine, seven, six. Got it. All right, there we go. Mr. York, could you verify your address and your date of birth for me? Uh... Shit. Uh, 12/26/1991. And the address on file, man, I think it's 1210 Buffton Road, uh, Union City, Georgia. I don't know the zip code, man. I don't even stay there no more. Nah, it's not Union City. Oh, 30 Cooper Lake Road, Southwest? Yes, sir. That's the one, and the city, state and zip on that? Uh, 30126, City of Mableton. Got it. All right. Then we've got a phone on file for you, 951-4622. Yes, sir. And an email of yorkieboy@gmail.com. Yes, sir. All right. Uh, let's see here. All right. What I, what I can do for you, Mr. York, I can actually send a copy of your ID card directly to that email address, to go ahead and get that information out to you as quickly as possible. Um- Oh Yeah. So this email's gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Should have the copy of your ID card attached as a PDF document. Just, uh, download that, print that out, however you need to do it. Um, just as so- as long as the doctor can see the information on that, they'll be able to run your insurance. Um, and you should be receiving this email in just a couple of minutes here. Okay? All right. Thank you so much. No problem. Anything else? No sir. That's all. All right. Thanks again for calling. You have a wonderful day. Yes, sir. 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: What's up, Mr. Chris? How you doing, man?

Speaker speaker\_1: I'm doing all right, sir. How about yourself?

Speaker speaker\_2: I'm doing good. Uh, my name Ernest York and I work for Service Temp Service, right? And I've been getting insurance for like a month. I paid for the insurance or whatever.

Speaker speaker\_1: Right.

Speaker speaker\_2: But they, they never told me who my insurance provider was and I need to go to the doc- I need to get me a primary doctor about something.

Speaker speaker\_1: Okay. Yeah. We should be able to help out with that. What's the last four of your Social so I can locate your file, sir?

Speaker speaker\_2: It's 3976.

Speaker speaker\_1: Nine, seven, six. Got it. All right, there we go. Mr. York, could you verify your address and your date of birth for me?

Speaker speaker\_2: Uh... Shit. Uh, 12/26/1991. And the address on file, man, I think it's 1210 Buffton Road, uh, Union City, Georgia. I don't know the zip code, man. I don't even stay there no more.

Speaker speaker\_1: Nah, it's not Union City.

Speaker speaker\_2: Oh, 30 Cooper Lake Road, Southwest?

Speaker speaker\_1: Yes, sir. That's the one, and the city, state and zip on that?

Speaker speaker\_2: Uh, 30126, City of Mableton.

Speaker speaker\_1: Got it. All right. Then we've got a phone on file for you, 951-4622.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And an email of yorkieboy@gmail.com.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Uh, let's see here. All right. What I, what I can do for you, Mr. York, I can actually send a copy of your ID card directly to that email address, to go ahead and get that information out to you as quickly as possible. Um-

Speaker speaker\_2: Oh

Speaker speaker\_3: Yeah. So this email's gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Should have the copy of your ID card attached as a PDF document. Just, uh, download that, print that out, however you need to do it. Um, just as so- as long as the doctor can see the information on that, they'll be able to run your insurance. Um, and you should be receiving this email in just a couple of minutes here. Okay?

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: No sir. That's all.

Speaker speaker\_1: All right. Thanks again for calling. You have a wonderful day.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Bye now.