

## **Transcript: Chris Sofield**

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### **Full Transcript**

Hello! Your call may be monitored or recorded for quality assurance purposes. Go ahead. Hi, good morning. Can I speak with Maurice Whitehead? Yes, sir, this is speaking. Hi, Mr. Whitehead. My name is Chris. I'm with Benefits and a Card. Uh, we received- Go ahead. ... an email requesting for, uh, requesting a contact. How can I help you? Oh, yes, sir. I just got off the phone with one of your representative. Um, I was just, because, um, they just started taking the taxes out of my, um, check for the insurance. And- Okay. ... so I was, uh, can you hear me? Y- yes, sir. I can hear you. Oh, oh, and yeah, and I was just wondering, uh, um, how did I... well, I, I haven't received nothing in the mail yet far as an insurance card, so I was trying to request a, uh, medical insurance card, also vision and dental. Okay. All right. Um, you said you were just on the phone with one of our representatives? Yes, sir. Were they able to assist with that? Uh, yes, sir. She was, uh, telling me that, uh, that I should receive, uh, uh, a email for my medical, and I should get, uh, my dental and vision ID, uh, card in the mail within seven to 10 business days. Okay. All right, then. So it sounds like you were able to get some assistance. Was there anything else that we could assist you with, then? Uh, yes, sir. I was just trying to, um, before the phone hung up, I was just trying to see could I request a physical, uh, card for my medical? Uh, yeah, we can, we can get that request in for you. Um, we'll go ahead and send that on over to the insurance carrier. That should take about seven to 10 business days to arrive. Okay. Um, so when it... Uh, so will they come at the same time, or...? Um, probably not, because the, uh, the dental and vision cards are sent by default as a physical copy, but the medical card has to be requested as a physical copy. Um, so there may be a delay with, between you getting... You, you may get your dental and vision first and then your medical a little bit later. Okay, okay. Sounds good. So I should... So, but I will receive a, a card for all three, right? Yes, sir. Okay. That sounds good to me. All right. And was there anything else, Mr. Whitehead? Um, no, sir. All right, then. Well, if that's everything, thanks for taking the time to speak with me, and you have a good day. Thank you, too, sir. All right, bye now. You have a good one, too. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello!

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Go ahead.

Speaker speaker\_2: Hi, good morning. Can I speak with Maurice Whitehead?

Speaker speaker\_0: Yes, sir, this is speaking.

Speaker speaker\_2: Hi, Mr. Whitehead. My name is Chris. I'm with Benefits and a Card. Uh, we received-

Speaker speaker\_0: Go ahead.

Speaker speaker\_2: ... an email requesting for, uh, requesting a contact. How can I help you?

Speaker speaker\_0: Oh, yes, sir. I just got off the phone with one of your representative. Um, I was just, because, um, they just started taking the taxes out of my, um, check for the insurance. And-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... so I was, uh, can you hear me?

Speaker speaker\_2: Y- yes, sir. I can hear you.

Speaker speaker\_0: Oh, oh, and yeah, and I was just wondering, uh, um, how did I... well, I, I haven't received nothing in the mail yet far as an insurance card, so I was trying to request a, uh, medical insurance card, also vision and dental.

Speaker speaker\_2: Okay. All right. Um, you said you were just on the phone with one of our representatives?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: Were they able to assist with that?

Speaker speaker\_0: Uh, yes, sir. She was, uh, telling me that, uh, that I should receive, uh, uh, a email for my medical, and I should get, uh, my dental and vision ID, uh, card in the mail within seven to 10 business days.

Speaker speaker\_2: Okay. All right, then. So it sounds like you were able to get some assistance. Was there anything else that we could assist you with, then?

Speaker speaker\_0: Uh, yes, sir. I was just trying to, um, before the phone hung up, I was just trying to see could I request a physical, uh, card for my medical?

Speaker speaker\_2: Uh, yeah, we can, we can get that request in for you. Um, we'll go ahead and send that on over to the insurance carrier. That should take about seven to 10 business days to arrive.

Speaker speaker\_0: Okay. Um, so when it... Uh, so will they come at the same time, or...?

Speaker speaker\_2: Um, probably not, because the, uh, the dental and vision cards are sent by default as a physical copy, but the medical card has to be requested as a physical copy. Um, so there may be a delay with, between you getting... You, you may get your dental and vision first and then your medical a little bit later.

Speaker speaker\_0: Okay, okay. Sounds good. So I should... So, but I will receive a, a card for all three, right?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Okay. That sounds good to me.

Speaker speaker\_2: All right. And was there anything else, Mr. Whitehead?

Speaker speaker\_0: Um, no, sir.

Speaker speaker\_2: All right, then. Well, if that's everything, thanks for taking the time to speak with me, and you have a good day.

Speaker speaker\_0: Thank you, too, sir.

Speaker speaker\_2: All right, bye now.

Speaker speaker\_0: You have a good one, too. Bye.