

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, I was calling to, um, to enroll... Okay, what staffing company do you work with? Um, MAU. And the last four of your Social? 4646. Thank you. Your first and last name? Elandria Almondra. Thank you. Can you verify your address and date of birth, please? Uh, 600 Martin Street, Apartment 84, Southeast Atlanta, Georgia 30312. And my date of birth is 10/19/2001. Thank you. I have a phone on file, uh, 470-669-1086, is that correct? Uh, repeat it one more time? We have 470-669-1086. Yes. Okay. I'm showing it looks like you're currently enrolled into dental for just yourself. Were you looking to add anything on to that? No, I just w... So I am enrolled in dental? Yes, ma'am. Okay. I just wanted to make sure, I didn't know if it, if it went through or not. All right. Well, was there anything else? No. So how, um, how d... How would I be able to use it? Like at the, uh, at a dentist's office or something? Uh, you, you should've received an ID card for the plan. Did, uh, did you never receive that? No, I didn't. Okay. Can you confirm, we have your email on file as it looks like elandriajamie@gmail.com? Yes. All right. So what I can do for you then, I can, uh, email the dental card directly on over to you. Uh, that way you can go ahead and have the information you need. Uh, you should be receiving this email in a couple of minutes here. This'll be coming from info@benefitsinacardif... uh,.com. If you don't see this in your inbox, just check your spam folder. It might've gotten filtered there, okay? Okay. Okay, thank you. You're welcome. Was there anything else? That's it, thank you. You're welcome. Thanks again for calling and have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Uh, I was calling to, um, to enroll...

Speaker speaker_0: Okay, what staffing company do you work with?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4646.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Elandria Almondra.

Speaker speaker_0: Thank you. Can you verify your address and date of birth, please?

Speaker speaker_1: Uh, 600 Martin Street, Apartment 84, Southeast Atlanta, Georgia 30312. And my date of birth is 10/19/2001.

Speaker speaker_0: Thank you. I have a phone on file, uh, 470-669-1086, is that correct?

Speaker speaker_1: Uh, repeat it one more time?

Speaker speaker_0: We have 470-669-1086.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'm showing it looks like you're currently enrolled into dental for just yourself. Were you looking to add anything on to that?

Speaker speaker_1: No, I just w... So I am enrolled in dental?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I just wanted to make sure, I didn't know if it, if it went through or not.

Speaker speaker_0: All right. Well, was there anything else?

Speaker speaker_1: No. So how, um, how d... How would I be able to use it? Like at the, uh, at a dentist's office or something?

Speaker speaker_0: Uh, you, you should've received an ID card for the plan. Did, uh, did you never receive that?

Speaker speaker_1: No, I didn't.

Speaker speaker_0: Okay. Can you confirm, we have your email on file as it looks like elandriajamie@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So what I can do for you then, I can, uh, email the dental card directly on over to you. Uh, that way you can go ahead and have the information you need. Uh, you should be receiving this email in a couple of minutes here. This'll be coming from info@benefitsinacardif... uh,.com. If you don't see this in your inbox, just check your spam folder. It might've gotten filtered there, okay?

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: You're welcome. Was there anything else?

Speaker speaker_1: That's it, thank you.

Speaker speaker_0: You're welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too.