

## **Transcript: Chris Sofield**

**(deactivated)-4794486856663040-4918871861018624**

### **Full Transcript**

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yes, uh, I just called... I, I'm with Surge Staffing, uh, employee through Surge Staffing. Uh, I've been working for them ever since September the 12th. So I called them, I called the office while ago. They said I do have insurance, the health insurance. They said it kicked in October, it kicked in October. They said I need to call you and tell you to send me a card, because I never got the card. Okay. What staffing comp- or sorry, you said Surge. What's the last four of your social? It's, uh, 0987. And your first and last name? My first name is Johnnie, J-O-H-N-N-I-E, M. Johnson. All right, Ms. Johnson. Could you verify your address and your date of birth for me? Yes. It's 3635 Leon, that's L-E-O-N, Road, Garland Peak, 75041. Apartment 118. Okay. 091... All right, and we have a phone number on file of 469-254-5321. Is that correct? That's correct. Okay. And then we have an email on file for you at lindaj1205@gmail.com? Yes. Okay. Yeah, so what I can do is I can go ahead and s- uh, I should be able to go ahead and pull up a digital copy of the ID card and email that on over to you to get that out to you as quickly as possible, okay? Oh, okay. Uh, you could do it today, right? Yes, ma'am. You'll get the... You should get this, uh, this, uh, email within just a couple of minutes here, okay? Oh, okay then. All right. Just be on the lookout for that. I- It's coming from info@benefitsinacard.com. If you don't see it in your inbox, just check your spam folder. Like I said, you should be getting this in just a couple of minutes. Uh, was there anything else- Okay. ... I could help you with? Now, now, what you, what you say are the same? The, the email address it's coming from is info@benefitsinacard.com. Okay. Okay. All right. Was there anything else? Uh, I need to ask you this. Even though you gonna send me this through email, you're still gonna send the card through mail, right? Uh, we can request the, uh... We can request the insurance carrier send another physical copy. Uh, that physical copy would take about seven to ten business days to arrive. Okay, but I still want the email or the copy. Yes, ma'am. You'll be getting both. Oh, okay. Okay. Thank you, sir. You're welcome. Anything else? Not today. All right. Thanks for calling and have a good 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: Yes, uh, I just called... I, I'm with Surge Staffing, uh, employee through Surge Staffing. Uh, I've been working for them ever since September the 12th. So I called them, I called the office while ago. They said I do have insurance, the health insurance. They

said it kicked in October, it kicked in October. They said I need to call you and tell you to send me a card, because I never got the card.

Speaker speaker\_0: Okay. What staffing comp- or sorry, you said Surge. What's the last four of your social?

Speaker speaker\_1: It's, uh, 0987.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: My first name is Johnnie, J-O-H-N-N-I-E, M. Johnson.

Speaker speaker\_0: All right, Ms. Johnson. Could you verify your address and your date of birth for me?

Speaker speaker\_1: Yes. It's 3635 Leon, that's L-E-O-N, Road, Garland Peak, 75041. Apartment 118.

Speaker speaker\_0: Okay. 091... All right, and we have a phone number on file of 469-254-5321. Is that correct?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. And then we have an email on file for you at lindaj1205@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Yeah, so what I can do is I can go ahead and s- uh, I should be able to go ahead and pull up a digital copy of the ID card and email that on over to you to get that out to you as quickly as possible, okay?

Speaker speaker\_1: Oh, okay. Uh, you could do it today, right?

Speaker speaker\_0: Yes, ma'am. You'll get the... You should get this, uh, this, uh, email within just a couple of minutes here, okay?

Speaker speaker\_1: Oh, okay then.

Speaker speaker\_0: All right. Just be on the lookout for that.

Speaker speaker\_1: I-

Speaker speaker\_0: It's coming from info@benefitsinacard.com. If you don't see it in your inbox, just check your spam folder. Like I said, you should be getting this in just a couple of minutes. Uh, was there anything else-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I could help you with?

Speaker speaker\_1: Now, now, what you, what you say are the same?

Speaker speaker\_0: The, the email address it's coming from is info@benefitsinacard.com.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: All right. Was there anything else?

Speaker speaker\_1: Uh, I need to ask you this. Even though you gonna send me this through email, you're still gonna send the card through mail, right?

Speaker speaker\_0: Uh, we can request the, uh... We can request the insurance carrier send another physical copy. Uh, that physical copy would take about seven to ten business days to arrive.

Speaker speaker\_1: Okay, but I still want the email or the copy.

Speaker speaker\_0: Yes, ma'am. You'll be getting both.

Speaker speaker\_1: Oh, okay. Okay. Thank you, sir.

Speaker speaker\_0: You're welcome. Anything else?

Speaker speaker\_1: Not today.

Speaker speaker\_0: All right. Thanks for calling and have a good day.

Speaker speaker\_1: You, too.