

Transcript: Chris Sofield

(deactivated)-4885920029818880-4641991590100992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Chris. How can I help you today? Hi, Chris. My name is Flavia. I'm John's wife. I'm calling to... I call, I think it's two days ago because he didn't receive his insurance card. Okay. Um, what staffing company does he work with? Uh, GRC Company. Mm. Go ahead. And last for the social? Uh, 0820. And what was the, uh, first and last name? Uh, first name, John, J-O-H-N. And last name, Silva. Okay. And what's the... Uh, what's the, uh... Can you verify the address and his date of birth? Uh, his date of birth is 23rd... Oh, sorry, November 23rd, 1997. November 23rd, 1997? 1979, yes. Yes. 1979. 1979. Mm-hmm. Okay. And then the date of... Oh, sorry, the address. The address, 350 Powell Road. Uh, zip code is 29203. What city and state? Apartment 71C. Columbia, South Carolina. Thank you. Phone on file of 803-236-4087? Yes. And email of J-O-O Denis Courinos Silva at yahoo.com? Yes. Okay. I show, it looks like a copy of the ID card was emailed out just two days ago. Did... Was that not received? Yeah. So he said, uh, the guy that, um, talked before, he said he, uh, sent by mail, but I, we didn't receive it. We checked out everything. They jumped in there, you know, but he didn't receive. One moment. Mm-hmm. So, just to confirm, the email address that it should be sending to. Okay, it's J-D... Okay. J like Joy. Mm-hmm. Um, Denis. D-E-N-I-S, sorry, Courinos Silva at yahoo.com.br. Okay. So is it- Just a minute. Yeah. Uh, just a minute. Just check the... Uh, uh, Hotmail or Gmail or Yahoo? Oh, sorry. Uh, @yahoo.com.br. So, so it's J-O-O D-E-N-I-S C-O-U-R-I-N-O-S S-I-L-V-A- Mm-hmm. Yes. @yahoo.com.br? Yeah, exactly. Okay. That might be why you didn't receive it. On, on our system, it's just yahoo.com, and when we had, uh, when we had- Oh. ... um, we tried to verify that- Verify it? ... I believe the other day. Uh, when we had- Mm-hmm. ... when we had read it out, it, we would have only said ya, @yahoo.com. If it was missing the BR in the end, it wasn't- No, that's not okay. BR, BR. It's BR. Yeah, if it was missing... Yeah, so it was missing that- BR. ... and we wouldn't have... We wouldn't have... We wouldn't have known because we try- Okay. We verified based on what was on the file. Okay. I'm sorry. It's okay. You're fine. Uh, we'll go ahead and send another copy to the email address now that we verified that what we had originally was incorrect. Okay. Okay, thank you. All right. You're welcome. Anything else? No, no. Thanks so much. Have a good one. You as well. Thanks for calling. Bye now. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Flavia. I'm John's wife. I'm calling to... I call, I think it's two days ago because he didn't receive his insurance card.

Speaker speaker_1: Okay. Um, what staffing company does he work with?

Speaker speaker_2: Uh, GRC Company.

Speaker speaker_1: Mm.

Speaker speaker_2: Go ahead.

Speaker speaker_1: And last for the social?

Speaker speaker_2: Uh, 0820.

Speaker speaker_1: And what was the, uh, first and last name?

Speaker speaker_2: Uh, first name, John, J-O-H-N. And last name, Silva.

Speaker speaker_1: Okay. And what's the... Uh, what's the, uh... Can you verify the address and his date of birth?

Speaker speaker_2: Uh, his date of birth is 23rd... Oh, sorry, November 23rd, 1997.

Speaker speaker_1: November 23rd, 1997?

Speaker speaker_2: 1979, yes. Yes.

Speaker speaker_1: 1979.

Speaker speaker_2: 1979. Mm-hmm.

Speaker speaker_1: Okay. And then the date of... Oh, sorry, the address.

Speaker speaker_2: The address, 350 Powell Road. Uh, zip code is 29203.

Speaker speaker_1: What city and state?

Speaker speaker_2: Apartment 71C. Columbia, South Carolina.

Speaker speaker_1: Thank you. Phone on file of 803-236-4087?

Speaker speaker_2: Yes.

Speaker speaker_1: And email of J-O-O Denis Courinos Silva at yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I show, it looks like a copy of the ID card was emailed out just two days ago. Did... Was that not received?

Speaker speaker_2: Yeah. So he said, uh, the guy that, um, talked before, he said he, uh, sent by mail, but I, we didn't receive it. We checked out everything. They jumped in there, you know, but he didn't receive.

Speaker speaker_1: One moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So, just to confirm, the email address that it should be sending to.

Speaker speaker_2: Okay, it's J-D... Okay. J like Joy.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, Denis. D-E-N-I-S, sorry, Courinos Silva at yahoo.com.br.

Speaker speaker_1: Okay. So is it-

Speaker speaker_2: Just a minute.

Speaker speaker_1: Yeah.

Speaker speaker_2: Uh, just a minute. Just check the... Uh, uh, Hotmail or Gmail or Yahoo? Oh, sorry. Uh, @yahoo.com.br.

Speaker speaker_1: So, so it's J-O-O D-E-N-I-S C-O-U-R-I-N-O-S S-I-L-V-A-

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: @yahoo.com.br?

Speaker speaker_2: Yeah, exactly.

Speaker speaker_1: Okay. That might be why you didn't receive it. On, on our system, it's just yahoo.com, and when we had, uh, when we had-

Speaker speaker_2: Oh.

Speaker speaker_1: ... um, we tried to verify that-

Speaker speaker_2: Verify it?

Speaker speaker_1: ... I believe the other day. Uh, when we had-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... when we had read it out, it, we would have only said.ya, @yahoo.com. If it was missing the BR in the end, it wasn't-

Speaker speaker_2: No, that's not okay. BR, BR. It's BR.

Speaker speaker_1: Yeah, if it was missing... Yeah, so it was missing that-

Speaker speaker_2: BR.

Speaker speaker_1: ... and we wouldn't have... We wouldn't have... We wouldn't have known because we try-

Speaker speaker_2: Okay.

Speaker speaker_1: We verified based on what was on the file.

Speaker speaker_2: Okay. I'm sorry.

Speaker speaker_1: It's okay. You're fine. Uh, we'll go ahead and send another copy to the email address now that we verified that what we had originally was incorrect.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: All right. You're welcome. Anything else?

Speaker speaker_2: No, no. Thanks so much. Have a good one.

Speaker speaker_1: You as well. Thanks for calling. Bye now.

Speaker speaker_2: Bye-bye.