

Transcript: Chris Sofield

(deactivated)-5200371854557184-6610716456337408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Yeah, how are you doing? My name is Eric Maddox. Uh, I work for MAU through, uh, TTI, and I was wondering, uh, how do I get my medical insurance card? Okay. Um, what's the last four of your social? Uh, 9673. Okay. One moment. Uh, Mr. Maddox, could you verify your address and your date of birth for me, sir? Yes, sir. 12/21/1995, 443 North Mechanics Street, Pendleton, South Carolina 29670. Thank you. Phone number on file we have is 864-788-2019. Is that correct? Correct. And email we have is maddoxkwashon, W-A-S-H-O-N, @yahoo.com. Correct. Correct. Okay. Um, let's see here. All right, what I can do for you, sir, I should be able to email a copy of your medical card directly to you, to that email address on file. Uh, this email- All right. ... or this, yeah, this email should be coming from info@benefitsandacard.com. Uh, if you don't see this in your inbox, just check your spam folder. Bear with me just a moment while I go ahead and see about getting this pulled up here. All right. Um, do you mind holding on the line for me for just a moment? It's no problem. Thank you. Uh, Mr. Maddox? Yes, sir. Hey, thanks for holding. I appreciate your patience. Um, so unfortunately it looks like our portal to grab those ID cards is down at the moment, uh, so I can't pull those. Um, what I can do for you, I can give you the phone number to the insurance company itself, 90 Degree Benefits. They might be able to provide you that information. Um, so let me know when you're ready, I'll give you their phone number. Uh, I'm ready. All right. The number to call is going to be 800. 800. 833. 833. 4296. 4-2- And when you call- ... 96, okay. And when you call that number, press option one to speak with their customer service team. All right. All right. Anything else? That'll be it. Thank you so much. You're welcome. Thanks for calling and have a good day. Y- you too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yeah, how are you doing? My name is Eric Maddox. Uh, I work for MAU through, uh, TTI, and I was wondering, uh, how do I get my medical insurance card?

Speaker speaker_1: Okay. Um, what's the last four of your social?

Speaker speaker_2: Uh, 9673.

Speaker speaker_1: Okay. One moment. Uh, Mr. Maddox, could you verify your address and your date of birth for me, sir?

Speaker speaker_2: Yes, sir. 12/21/1995, 443 North Mechanics Street, Pendleton, South Carolina 29670.

Speaker speaker_1: Thank you. Phone number on file we have is 864-788-2019. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: And email we have is maddoxkwashon, W-A-S-H-O-N, @yahoo.com.

Speaker speaker_2: Correct. Correct.

Speaker speaker_1: Okay. Um, let's see here. All right, what I can do for you, sir, I should be able to email a copy of your medical card directly to you, to that email address on file. Uh, this email-

Speaker speaker_2: All right.

Speaker speaker_1: ... or this, yeah, this email should be coming from info@benefitsandacard.com. Uh, if you don't see this in your inbox, just check your spam folder. Bear with me just a moment while I go ahead and see about getting this pulled up here.

Speaker speaker_2: All right.

Speaker speaker_1: Um, do you mind holding on the line for me for just a moment?

Speaker speaker_2: It's no problem.

Speaker speaker_1: Thank you. Uh, Mr. Maddox?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Hey, thanks for holding. I appreciate your patience. Um, so unfortunately it looks like our portal to grab those ID cards is down at the moment, uh, so I can't pull those. Um, what I can do for you, I can give you the phone number to the insurance company itself, 90 Degree Benefits. They might be able to provide you that information. Um, so let me know when you're ready, I'll give you their phone number.

Speaker speaker_2: Uh, I'm ready.

Speaker speaker_1: All right. The number to call is going to be 800.

Speaker speaker_2: 800.

Speaker speaker_1: 833.

Speaker speaker_2: 833.

Speaker speaker_1: 4296.

Speaker speaker_2: 4-2-

Speaker speaker_1: And when you call-

Speaker speaker_2: ... 96, okay.

Speaker speaker_1: And when you call that number, press option one to speak with their customer service team.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That'll be it. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: Y- you too.