

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. How can I help you today? Hi. My name's Antoine Ware. I was calling because I, um, I'm employed through Crown Services, and I was calling, um, wondering if I can maybe order my insurance card, like my Medicaid card that I have too? Um, my agency, my work agency. You... Okay. So, um, you wouldn't need to order it, unless you're just asking for, like- Well, that's the per- Like, unless you're... Uh, are you talking about like you're wanting to enroll into insurance benefits or you just need another copy of your insurance card? Mm-hmm. I need another copy. Okay. All right. Uh, okay. It's just the wording was a little bit confusing. Let, let me go ahead and see what I can do to help you out. Um, you said you were with Crown? Yeah. Okay. And the last four of your social? 2599. Thank you. And then... Let's see here. And what was the, uh, what was the last name again, sir? Ware. Ware. W-A-R-E. And you said you're with Crown and the last four of your social is 2559? 2599. Oh, 2599. Okay. I misheard you. There we go. All right. Mr. Ware, could you verify your address and your date of birth for me? 119 Jackson Street, Kentucky, 052103. Thank you. We have a phone number on file for you at 270-839-8495. Yes, sir. And an email of antoine703@gmail.com? Yes, sir. All right. One moment. Okay. Yeah. So what I can do for you is I can email a copy of your ID card directly on over to you. Uh, you'll get this- Okay. That's perfect. You'll get this... Yep. You'll get this copy in just a couple of minutes here. It should be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, was there anything else I can help with? Nope. That's all I needed. All right. If that's everything, thanks again for calling and have a wonderful day. Thank you.

Conversation Format

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

Speaker speaker_1: How can I help you today?

Speaker speaker_2: Hi. My name's Antoine Ware. I was calling because I, um, I'm employed through Crown Services, and I was calling, um, wondering if I can maybe order my insurance card, like my Medicaid card that I have too? Um, my agency, my work agency.

Speaker speaker_1: You... Okay. So, um, you wouldn't need to order it, unless you're just asking for, like-

Speaker speaker_2: Well, that's the per-

Speaker speaker_1: Like, unless you're... Uh, are you talking about like you're wanting to enroll into insurance benefits or you just need another copy of your insurance card?

Speaker speaker_2: Mm-hmm. I need another copy.

Speaker speaker_1: Okay. All right. Uh, okay. It's just the wording was a little bit confusing. Let, let me go ahead and see what I can do to help you out. Um, you said you were with Crown?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 2599.

Speaker speaker_1: Thank you. And then... Let's see here. And what was the, uh, what was the last name again, sir?

Speaker speaker_2: Ware.

Speaker speaker_1: Ware.

Speaker speaker_2: W-A-R-E.

Speaker speaker_1: And you said you're with Crown and the last four of your social is 2599?

Speaker speaker_2: 2599.

Speaker speaker_1: Oh, 2599. Okay. I misheard you. There we go. All right. Mr. Ware, could you verify your address and your date of birth for me?

Speaker speaker_2: 119 Jackson Street, Kentucky, 052103.

Speaker speaker_1: Thank you. We have a phone number on file for you at 270-839-8495. Yes, sir. And an email of antoine703@gmail.com? Yes, sir. All right. One moment. Okay. Yeah. So what I can do for you is I can email a copy of your ID card directly on over to you. Uh, you'll get this-

Speaker speaker_2: Okay. That's perfect.

Speaker speaker_1: You'll get this... Yep. You'll get this copy in just a couple of minutes here. It should be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, was there anything else I can help with?

Speaker speaker_2: Nope. That's all I needed.

Speaker speaker_1: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: Thank you.