

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hello? Hello. Thank you for calling Benefits in a Card. My name is Chris. How can I help you today? I'm calling regarding the insurance. Regarding the insurance, okay. And how can I help you? I need a insurance card. Okay. We can get that done for you. What staffing company do you work with? CS Tez. CS Tez? That's the name of the staffing company? No, the staffing company is Surge. Surge, okay. And the last four of your social? 0821. Thank you. And your first and last name, sir? Dadley Dovalian. All right, thank you. Uh, Mr. Dovalian, could you verify your address and your date of birth for me, please? 1038 South Ohio Ave., Columbus, Ohio. Okay. We have a different address on file. Is it the 17... The, the 1715, 1517 Carthage Line? Uh, yes, that's the address that we currently have on file. Do we need to update that? Yeah. Okay. What was the, uh, what's the, uh, current address again? 1038 South Ohio Ave., Columbus, Ohio. Okay. And the zip code? 43206. 43206, got it. And then can you verify your date of birth, please? No, 4320... Yeah, date of birth 11/06/2004. Thank you. And then we have a phone on file, looks like 305-240-1903. Is that correct? No. Okay. What's the correct phone number, sir? Let me... 740... Hello? Yes, sir. I'm listening. What's the phone number? 740- Mm-hmm. 789- Okay. 0465. 0465, got it. And then we have the email on file as, uh, dadleydovalian81@gmail.com. Is that correct? Yes. All right. So I'll go ahead and send a copy of that ID card over to that email address. Uh, this, uh, this should arrive in just a couple of minutes. It's 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, okay? Yes. Okay. Was there anything else I could help you with? No. No. All right. If that's everything, thanks again for calling and have a wonderful day. Hello?

Conversation Format

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

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

Speaker speaker_2: Hello?

Speaker speaker_1: Hello. Thank you for calling Benefits in a Card. My name is Chris. How can I help you today?

Speaker speaker_2: I'm calling regarding the ins- insurance.

Speaker speaker_1: Regarding the insurance, okay. And how can I help you?

Speaker speaker_2: I need a insurance card.

Speaker speaker_1: Okay. We can get that done for you. What staffing company do you work with?

Speaker speaker_2: CS Tez.

Speaker speaker_1: CS Tez? That's the name of the staffing company?

Speaker speaker_2: No, the staffing company is Surge.

Speaker speaker_1: Surge, okay. And the last four of your social?

Speaker speaker_2: 0821.

Speaker speaker_1: Thank you. And your first and last name, sir?

Speaker speaker_2: Dadley Dovalian.

Speaker speaker_1: All right, thank you. Uh, Mr. Dovalian, could you verify your address and your date of birth for me, please?

Speaker speaker_2: 1038 South Ohio Ave., Columbus, Ohio.

Speaker speaker_1: Okay. We have a different address on file.

Speaker speaker_2: Is it the 17... The, the 1715, 1517 Carthage Line?

Speaker speaker_1: Uh, yes, that's the address that we currently have on file. Do we need to update that?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What was the, uh, what's the, uh, current address again?

Speaker speaker_2: 1038 South Ohio Ave., Columbus, Ohio.

Speaker speaker_1: Okay. And the zip code?

Speaker speaker_2: 43206.

Speaker speaker_1: 43206, got it. And then can you verify your date of birth, please?

Speaker speaker_2: No, 4320... Yeah, date of birth 11/06/2004.

Speaker speaker_1: Thank you. And then we have a phone on file, looks like 305-240-1903. Is that correct?

Speaker speaker_2: No.

Speaker speaker_1: Okay. What's the correct phone number, sir?

Speaker speaker_2: Let me... 740... Hello?

Speaker speaker_1: Yes, sir. I'm listening. What's the phone number?

Speaker speaker_2: 740-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 789-

Speaker speaker_1: Okay.

Speaker speaker_2: 0465.

Speaker speaker_1: 0465, got it. And then we have the email on file as, uh, dadleydovalian81@gmail.com. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I'll go ahead and send a copy of that ID card over to that email address. Uh, this, uh, this should arrive in just a couple of minutes. It's 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, okay?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Was there anything else I could help you with?

Speaker speaker_2: No. No.

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

Speaker speaker_2: Hello?