

Transcript: Chris Sofield

(deactivated)-5237481669705728-4859972834869248

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? Yeah, hi, Chris. We just spoke to another woman, uh, with Benefits with a Card. She said she was gonna send my girlfriend her, uh, card on the email or on e-file. Basically, her insurance card on e-file but we never received it in the email. It's been about ei- eight minutes now. Okay. I don't think it's gonna come through. Okay. Let me, let me see if I can set it back up. Uh, what staffing company does she work with? Surge Staffing. And last four of her social? Last four of your social, Kelsey? Um, 3727. Okay, your first- And last name. ... and last name, ma'am? Kelsey Hall. Okay. Can you verify address and date of birth, please? Uh, 733 Shalimar Drive, Apartment B. And then date of birth is 11-18-2000. And the rest of the address? I need the city, state and zip as well. Oh, okay. Mount Vernon, Ohio 43050. Thank you. Phone on file is 559-978-0769. Is that correct? Yeah. And email on file is hkelsey78@yahoo.com? Mm-hmm. Hkelsey78 Yahoo? Yeah, that's it. Okay. One moment. Bear with me just a moment, sir. No problem. Okay, yeah. Let, let me go ahead and pull these cards back up and send them back out. And then just to confirm, uh, if you wanna stay on the pho- stay on the line with me, uh, just, just- Yeah. ... to check to see if they arrived. Yeah. I s- I'm gonna wait on the line with you until they get here. Okay. Just give me a moment here to make sure that I get them sent out here. Yeah, no problem. I've sent those back out. They're coming from info@benefitsandacard.com. If they don't show up in inbox, check spam. Uh, but yeah, I'll stay on the line until, until you confirm that you've gotten them. All right, gotcha. I'm gonna, I'm gonna look for 'em right now. Okay. Oh, yeah, we, we received it. All right then. Was there anything else I could help with? No, that'll be it. All right. Thanks again for calling and have a wonderful day. Thank you too, Chris. Bye-bye. All right, bye.

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: Yeah, hi, Chris. We just spoke to another woman, uh, with Benefits with a Card. She said she was gonna send my girlfriend her, uh, card on the email or on e-file. Basically, her insurance card on e-file but we never received it in the email. It's been about ei- eight minutes now.

Speaker speaker_1: Okay.

Speaker speaker_2: I don't think it's gonna come through.

Speaker speaker_1: Okay. Let me, let me see if I can set it back up. Uh, what staffing company does she work with?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: And last four of her social?

Speaker speaker_2: Last four of your social, Kelsey?

Speaker speaker_3: Um, 3727.

Speaker speaker_1: Okay, your first-

Speaker speaker_2: And last name.

Speaker speaker_1: ... and last name, ma'am?

Speaker speaker_2: Kelsey Hall.

Speaker speaker_1: Okay. Can you verify address and date of birth, please?

Speaker speaker_2: Uh, 733 Shalimar Drive, Apartment B. And then date of birth is 11-18-2000.

Speaker speaker_1: And the rest of the address? I need the city, state and zip as well.

Speaker speaker_2: Oh, okay. Mount Vernon, Ohio 43050.

Speaker speaker_1: Thank you. Phone on file is 559-978-0769. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: And email on file is hkelsey78@yahoo.com?

Speaker speaker_2: Mm-hmm. Hkelsey78 Yahoo? Yeah, that's it.

Speaker speaker_1: Okay. One moment. Bear with me just a moment, sir.

Speaker speaker_2: No problem.

Speaker speaker_1: Okay, yeah. Let, let me go ahead and pull these cards back up and send them back out. And then just to confirm, uh, if you wanna stay on the pho- stay on the line with me, uh, just, just-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to check to see if they arrived.

Speaker speaker_2: Yeah. I s- I'm gonna wait on the line with you until they get here.

Speaker speaker_1: Okay. Just give me a moment here to make sure that I get them sent out here.

Speaker speaker_2: Yeah, no problem.

Speaker speaker_1: I've sent those back out. They're coming from info@benefitsandacard.com. If they don't show up in inbox, check spam. Uh, but yeah, I'll stay on the line until, until you confirm that you've gotten them.

Speaker speaker_2: All right, gotcha. I'm gonna, I'm gonna look for 'em right now.

Speaker speaker_1: Okay.

Speaker speaker_2: Oh, yeah, we, we received it.

Speaker speaker_1: All right then. Was there anything else I could help with?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Thank you too, Chris. Bye-bye.

Speaker speaker_1: All right, bye.