

## Transcript: Chris Sofield

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### Full Transcript

... you for calling 90 Degree Benefit- Your call may be monitored or recorded for quality assurance purposes.... the administrator for Benefits in a Card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MEC wellness, MVP plans or COBRA enrollment, please press one. 90 Degree Benefits, this is Lisa. How can I help you? Hi, good afternoon, Lisa. This is Chris over at Benefits and a Card. How you doing? I'm good. How are you? Doing all right. Um, so I was calling to see if you might be able to help me out. Um, it seems that y- uh, your, uh, y'all's portal, uh, to be able to pull up any MEC cards, it seems, is not working as intended. I was hoping you might be able to provide me with policy information or even email a copy of an ID card out to a member. Okay. Um, what is their last name? Abel, A-B-E-L. And date of birth? Date of birth is 10/13/87. Okay. Just a second. Alex Abel? Yes, ma'am. Yes. I can do either one. Do you want me to give you the policy number or I can send them a card, a copy of their card? Either way is fine. Uh, let's go... Let's go ahead and send him a copy of the, uh, card. I've got his email address. Okay. What is that? That's alexabel00@gmail.com. Gmail.com. All right. I will send that over to him. All right. Thank you so much, Lisa. You have a wonderful day. You're welcome. You too. Thank you, Chris. Bye-bye. Bye now.

### Conversation Format

Speaker speaker\_0: ... you for calling 90 Degree Benefit- Your call may be monitored or recorded for quality assurance purposes.... the administrator for Benefits in a Card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MEC wellness, MVP plans or COBRA enrollment, please press one.

Speaker speaker\_1: 90 Degree Benefits, this is Lisa. How can I help you?

Speaker speaker\_2: Hi, good afternoon, Lisa. This is Chris over at Benefits and a Card. How you doing?

Speaker speaker\_1: I'm good. How are you?

Speaker speaker\_2: Doing all right. Um, so I was calling to see if you might be able to help me out. Um, it seems that y- uh, your, uh, y'all's portal, uh, to be able to pull up any MEC cards, it seems, is not working as intended. I was hoping you might be able to provide me with policy information or even email a copy of an ID card out to a member.

Speaker speaker\_1: Okay. Um, what is their last name?

Speaker speaker\_2: Abel, A-B-E-L.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: Date of birth is 10/13/87.

Speaker speaker\_1: Okay. Just a second. Alex Abel?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Yes. I can do either one. Do you want me to give you the policy number or I can send them a card, a copy of their card? Either way is fine.

Speaker speaker\_2: Uh, let's go... Let's go ahead and send him a copy of the, uh, card. I've got his email address.

Speaker speaker\_1: Okay. What is that?

Speaker speaker\_2: That's alexabel00@gmail.com.

Speaker speaker\_1: Gmail.com. All right. I will send that over to him.

Speaker speaker\_2: All right. Thank you so much, Lisa. You have a wonderful day.

Speaker speaker\_1: You're welcome. You too. Thank you, Chris. Bye-bye.

Speaker speaker\_2: Bye now.