

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for, thank you for calling Benefits on a Card, this is Chris. How can I help you today? Yes, oh, I just had got a missed call a few minutes ago. Okay. Was there any sort of voice message left or anything? Uh, it just said... Ma'am? Oh, hello? Um, it was, I couldn't read it. It just sent me back to, uh, it'll put y'all on hold and then make another call again, but I don't know which, I don't know. I really don't know. I didn't read it. Okay. So we're a plan administrator for health insurance benefits for staffing companies. Um, if we were trying to reach out to you, that's what that would be about. Do you work with a staffing company? I do. I work with Surge. I, so I called yesterday about, uh, my insurance card. Okay. Let me see if I can find any notes on what that call would be about then. What's the last four of your social? Um, 6486. And your first and last name? Shandrea Rambus. All right, thank you. Could you verify your address and date of birth for me please? 85 Ridge Street, West Point, Mississippi 39773 and my birthday is January 25th, 2002. Thank you. Phone on file 662-295-6613? Yes, sir. Okay. All right. I see what it was. So, it looks like, um, the representative you spoke with last night about your ID card was trying to get in contact with you to let you know that they were able to pull your card and send it to your email address. Okay. I'm looking at that now. All right. Anything else? Uh, no, sir. Can I use it now? Can I be able to go to the doctor and, like- Yes, it i- your policy is currently active at this time. Okay. Thank yous. You're welcome. Thanks for calling and have a good day. You too. Bye now.

Conversation Format

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

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

Speaker speaker_2: Yes, oh, I just had got a missed call a few minutes ago.

Speaker speaker_1: Okay. Was there any sort of voice message left or anything?

Speaker speaker_2: Uh, it just said...

Speaker speaker_1: Ma'am?

Speaker speaker_2: Oh, hello? Um, it was, I couldn't read it. It just sent me back to, uh, it'll put y'all on hold and then make another call again, but I don't know which, I don't know. I really

don't know. I didn't read it.

Speaker speaker_1: Okay. So we're a plan administrator for health insurance benefits for staffing companies. Um, if we were trying to reach out to you, that's what that would be about. Do you work with a staffing company?

Speaker speaker_2: I do. I work with Surge. I, so I called yesterday about, uh, my insurance card.

Speaker speaker_1: Okay. Let me see if I can find any notes on what that call would be about then. What's the last four of your social?

Speaker speaker_2: Um, 6486.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Shandrea Rambus.

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

Speaker speaker_2: 85 Ridge Street, West Point, Mississippi 39773 and my birthday is January 25th, 2002.

Speaker speaker_1: Thank you. Phone on file 662-295-6613?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. All right. I see what it was. So, it looks like, um, the representative you spoke with last night about your ID card was trying to get in contact with you to let you know that they were able to pull your card and send it to your email address.

Speaker speaker_2: Okay. I'm looking at that now.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, no, sir. Can I use it now? Can I be able to go to the doctor and, like-

Speaker speaker_1: Yes, it i- your policy is currently active at this time.

Speaker speaker_2: Okay. Thank yous.

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

Speaker speaker_2: You too.

Speaker speaker_1: Bye now.