

## **Transcript: Chris Sofield (deactivated)-5484398042988544-4918843225456640**

### **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? Hi, I'm calling because I still haven't received my medical or dentistry card. Okay. What staffing company do you work with? MAU. And the last four of your Social? 7169. All right. Your first and last name? Jakari Butler. Thank you, Mr. Butler. Could you verify your address and your date of birth for me? 1265633 Drive, Old Town, Gaithersburg Hill, 813. My birthday is 5-25-1989. Thank you. Phone on file we have is 862-290-5695. Is that correct? Yes. And email we have is jkbutler25@yahoo.com? Yes. Okay. Based on what I see here, your ID cards would have arrived back towards the end of July, beginning of August, um, based on how long your policy's been effective. However, if you, if you either have not received them, they got lost in transit, or, or somehow misplaced or anything like that, what we can do for you, I can email copies of those ID cards directly on over to you so you can go ahead and have those as quickly as possible. Okay? Okay. All right, then. So, um, what I'll do then is I'll go ahead and pull those ID cards up. I will work on getting those emailed out to you. Uh, these email copies will be coming from our email address here, info@benefitsinacard.com. If you don't see this email in your inbox, just check your spam folder. It may have gotten filtered there. You should be receiving this email in just a couple of minutes here. Okay? Okay. One more question. Mm-hmm. Uh, do you guys have like a app where I can just get it from a app as well? Um, unfortunately, no. There isn't, there isn't any sort of app or anything like that. Okay. Anything else, sir? No, that's it. All right. Well, if that's everything, thanks again for calling and have a wonderful day. Oh, wait. One more thing. What, what, what was the email you said again? I'm sorry. Uh, the email, the email that it's coming from or the email that we have for you on file? The email that it's coming from. Uh, info@benefitsinacard.com. Okay, um. Okay, I'll be, I'll be on the lookout for it. All right. Like I said, you should get it in just a couple of minutes here. Okay. All right. Anything else? Thank you. No, that was it. All right. Thanks again for calling and have a wonderful day. You too.

### **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: Hi, I'm calling because I still haven't received my medical or dentistry card.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 7169.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Jakari Butler.

Speaker speaker\_1: Thank you, Mr. Butler. Could you verify your address and your date of birth for me?

Speaker speaker\_2: 1265633 Drive, Old Town, Gaithersburg Hill, 813. My birthday is 5-25-1989.

Speaker speaker\_1: Thank you. Phone on file we have is 862-290-5695. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And email we have is jkbutler25@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Based on what I see here, your ID cards would have arrived back towards the end of July, beginning of August, um, based on how long your policy's been effective. However, if you, if you either have not received them, they got lost in transit, or, or somehow misplaced or anything like that, what we can do for you, I can email copies of those ID cards directly on over to you so you can go ahead and have those as quickly as possible. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, then. So, um, what I'll do then is I'll go ahead and pull those ID cards up. I will work on getting those emailed out to you. Uh, these email copies will be coming from our email address here, info@benefitsinacard.com. If you don't see this email in your inbox, just check your spam folder. It may have gotten filtered there. You should be receiving this email in just a couple of minutes here. Okay?

Speaker speaker\_2: Okay. One more question.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, do you guys have like a app where I can just get it from a app as well?

Speaker speaker\_1: Um, unfortunately, no. There isn't, there isn't any sort of app or anything like that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Anything else, sir?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_2: Oh, wait. One more thing. What, what, what was the email you said again? I'm sorry.

Speaker speaker\_1: Uh, the email, the email that it's coming from or the email that we have for you on file?

Speaker speaker\_2: The email that it's coming from.

Speaker speaker\_1: Uh, info@benefitsinacard.com.

Speaker speaker\_2: Okay, um. Okay, I'll be, I'll be on the lookout for it.

Speaker speaker\_1: All right. Like I said, you should get it in just a couple of minutes here.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Thank you. No, that was it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too.