

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 and a Card. This is Chris. How can I help you today? Uh, my name is Emmanuel . Um, I am from Armstrong. Uh, I did pick up insurance with CURE, but I haven't got any cards that I'm using it. Okay. Um, let me take a look at your file and see what's going on with that. What's the last four of your Social? 7006. All right. Mr. , could you verify your address and your date of birth for me please? Address, uh, 1444 Chestnut Ave in Texas. Uh, 75063. And my birthday is February 28, 1959. Thank you. Um, we have a phone on file of 682-347-0517. Is that correct? My phone number? That's... Uh, yeah, the one that we have on file was 682-347-0517. Is that correct? Yes. Okay. Yes. Yes. Uh, so yeah, if... You haven't received any ID cards yet because it just has been, hasn't been enough time. Your policy only became effective yesterday and it typically takes one to two weeks after the effective date for any ID cards to arrive. So you should be getting those in the next week or two. Okay. Anything else? Okay. No, that's what I want to know. All right. Thanks again for calling. Okay. Have a good day. Thank you so much. Bye-bye. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, my name is Emmanuel . Um, I am from Armstrong. Uh, I did pick up insurance with CURE, but I haven't got any cards that I'm using it.

Speaker speaker_1: Okay. Um, let me take a look at your file and see what's going on with that. What's the last four of your Social?

Speaker speaker_2: 7006.

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

Speaker speaker_2: Address, uh, 1444 Chestnut Ave in Texas. Uh, 75063. And my birthday is February 28, 1959.

Speaker speaker_1: Thank you. Um, we have a phone on file of 682-347-0517. Is that correct?

Speaker speaker_2: My phone number?

Speaker speaker_1: That's... Uh, yeah, the one that we have on file was 682-347-0517. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Uh, so yeah, if... You haven't received any ID cards yet because it just has been, hasn't been enough time. Your policy only became effective yesterday and it typically takes one to two weeks after the effective date for any ID cards to arrive. So you should be getting those in the next week or two.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else?

Speaker speaker_2: Okay. No, that's what I want to know.

Speaker speaker_1: All right. Thanks again for calling.

Speaker speaker_2: Okay.

Speaker speaker_1: Have a good day.

Speaker speaker_2: Thank you so much. Bye-bye.

Speaker speaker_1: Bye.