

Transcript: Chris Sofield (deactivated)-5631678884397056-5331173041815552

Full Transcript

Welcome to American Express card. This is Chris. How can I help you today? Hey, Chris. This is Deja Vu. I was calling about um, my insurance card. I was trying to see if... Am I able to get a full body panel with this insurance that I ... Okay, so um, we're not going to know the answer to that question because we're just the enrollment admins for your employer. Um, if you have a question regarding like what exactly your insurance will cover, you'll contact the insurance carrier directly. Uh, do you have your ID card? I do. Okay, on the ID card there should be a customer service number. Um, if that customer service number ends in 4296 you need to press option one to speak with the correct person. Ah, okay. Yes, sir. All right. Anything else? Instead of... So I press four instead of one? Yes. So call that number back and press option one and that would, that would get you to where you need to go. Yes, sir. Thank you. Sorry that I'm late. Yes, sir. You're fine. Anything else? No, sir. Thanks. All right. Thank you for calling and have a good day.

Conversation Format

Speaker speaker_0: Welcome to American Express card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, Chris. This is Deja Vu. I was calling about um, my insurance card. I was trying to see if... Am I able to get a full body panel with this insurance that I ...

Speaker speaker_0: Okay, so um, we're not going to know the answer to that question because we're just the enrollment admins for your employer. Um, if you have a question regarding like what exactly your insurance will cover, you'll contact the insurance carrier directly. Uh, do you have your ID card?

Speaker speaker_1: I do.

Speaker speaker_0: Okay, on the ID card there should be a customer service number. Um, if that customer service number ends in 4296 you need to press option one to speak with the correct person.

Speaker speaker_1: Ah, okay. Yes, sir.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Instead of... So I press four instead of one?

Speaker speaker_0: Yes. So call that number back and press option one and that would, that would get you to where you need to go.

Speaker speaker_1: Yes, sir. Thank you. Sorry that I'm late.

Speaker speaker_0: Yes, sir. You're fine. Anything else?

Speaker speaker_1: No, sir. Thanks.

Speaker speaker_0: All right. Thank you for calling and have a good day.