

Transcript: Chris Sofield

(deactivated)-5631815020756992-5946802687754240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you ... to the card. This is Chris. How can I help you today? Hi, Chris. I'm a member and I called to get copies of my benefits cards, like my vision, my dental. Um, I don't have those cards sent to me. She said she would send an email, but I haven't received it yet. So, is there any way I can get cards sent to me so I can physically go to the doctor? Yeah. Um, have you, uh... just a quick question, 'cause I'll, I'll still pull everything up and send them on over to you, but have you checked your spam folder to make sure that they didn't get filtered there? I have. Okay. What staffing company do you work with? MAU. And the last four of your Social? 7995. Okay. Your first and last name? Deshonda Gardner. Thank you. Ms. Gardner, could you verify your address and your date of birth for me please? 231 Blazer Drive, Ken's Alabama 36303 5771. Thank you. Then we have a phone on file of 334-350-0629. Is that correct? Yes. Okay. And then, the email on file is deshondagardner313@gmail.com? No, it's not Gmail. Uh, it's iCloud. That would be why- It's ... that's the... yeah. ... you didn't... That would be why you didn't receive them. It's Deshonda... Yeah. It's deshondagardner313@icloud.com. All right. Yeah, that, that would 100% be why you did not receive your ID card, because we had the wrong email address on file. Bear with me just a moment. All right. Now that we know that it's supposed to go... it's an iCloud domain and not a Gmail domain, we should be able to get- Okay. ... those out to you. Bear with me just a moment. All right. I am sending this on over to your email address, now that we know that that's the correct email address. Uh, this should be from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay? Okay. All right. Thank you. No problem. Anything else? No, that's it. All right. 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 ... to the card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. I'm a member and I called to get copies of my benefits cards, like my vision, my dental. Um, I don't have those cards sent to me. She said she would send an email, but I haven't received it yet. So, is there any way I can get cards sent to me so I can physically go to the doctor?

Speaker speaker_1: Yeah. Um, have you, uh... just a quick question, 'cause I'll, I'll still pull everything up and send them on over to you, but have you checked your spam folder to make sure that they didn't get filtered there?

Speaker speaker_2: I have.

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: 7995.

Speaker speaker_1: Okay. Your first and last name?

Speaker speaker_2: Deshonda Gardner.

Speaker speaker_1: Thank you. Ms. Gardner, could you verify your address and your date of birth for me please?

Speaker speaker_2: 231 Blazer Drive, Ken's Alabama 36303 5771.

Speaker speaker_1: Thank you. Then we have a phone on file of 334-350-0629. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then, the email on file is deshondagardner313@gmail.com?

Speaker speaker_2: No, it's not Gmail. Uh, it's iCloud.

Speaker speaker_1: That would be why-

Speaker speaker_2: It's ... that's the... yeah.

Speaker speaker_1: ... you didn't... That would be why you didn't receive them.

Speaker speaker_2: It's Deshonda... Yeah. It's deshondagardner313@icloud.com.

Speaker speaker_1: All right. Yeah, that, that would 100% be why you did not receive your ID card, because we had the wrong email address on file. Bear with me just a moment. All right. Now that we know that it's supposed to go... it's an iCloud domain and not a Gmail domain, we should be able to get-

Speaker speaker_2: Okay.

Speaker speaker_1: ... those out to you. Bear with me just a moment. All right. I am sending this on over to your email address, now that we know that that's the correct email address. Uh, this should be from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay?

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye now.