

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 in a Card. This is Chris. How can I help you today? Oh, yes. A while ago, I don't remember what they called over but... I talked to someone and they told me I have three cards, and I only got two. I didn't get the third one. She emailed me a copy of it that I could use, and today I was going through my email trying to find it and I can't find it. So I was just gonna call and see where I needed to go to talk to someone about getting another copy of my insurance card- Okay. ... sent out to me. 'Cause I didn't- Okay. ... get one of them and only got two out of the three. Okay. What staffing company do you work with, ma'am? Serge. And the last four of your Social? 7333. And your first and last name? Garrett Foster. All right. Mr. Foster, could you verify your address and your date of birth please? 5322 Hustle Ville Road, Albertville, Alabama 35951, and date of birth is February 14th, 1995. Thank you. We have a phone on file of 256-470-0531. Is that correct? Yes. And an email on file of garrettposter2021@gmail.com? Yes, sir. All right, one moment. And was it your medical card that you needed a copy of? Yes. Okay. All right. So what I can do for you, I can email a copy of that card to your email address. Uh, this will be coming from info@benefitsinacard.com. Now, if you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, you should receive this in just a couple of minutes here. Okay? All right. Thank you. Uh, she sent it before and it... but it was a while ago and I didn't save it at the time, which I'm going through this time and I could not find it for the life of me when she did it before. No problem. Uh, was there anything else I could help you with? Nope. That was all I was trying to do today. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. Bye. Bye now.

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: Oh, yes. A while ago, I don't remember what they called over but... I talked to someone and they told me I have three cards, and I only got two. I didn't get the third one. She emailed me a copy of it that I could use, and today I was going through my email trying to find it and I can't find it. So I was just gonna call and see where I needed to go to talk to someone about getting another copy of my insurance card-

Speaker speaker_1: Okay.

Speaker speaker_2: ... sent out to me. 'Cause I didn't-

Speaker speaker_1: Okay.

Speaker speaker_2: ... get one of them and only got two out of the three.

Speaker speaker_1: Okay. What staffing company do you work with, ma'am?

Speaker speaker_2: Serge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7333.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Garrett Foster.

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

Speaker speaker_2: 5322 Hustle Ville Road, Albertville, Alabama 35951, and date of birth is February 14th, 1995.

Speaker speaker_1: Thank you. We have a phone on file of 256-470-0531. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: And an email on file of garrettposter2021@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, one moment. And was it your medical card that you needed a copy of?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So what I can do for you, I can email a copy of that card to your email address. Uh, this will be coming from info@benefitsinacard.com. Now, if you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, you should receive this in just a couple of minutes here. Okay?

Speaker speaker_2: All right. Thank you. Uh, she sent it before and it... but it was a while ago and I didn't save it at the time, which I'm going through this time and I could not find it for the life of me when she did it before.

Speaker speaker_1: No problem. Uh, was there anything else I could help you with?

Speaker speaker_2: Nope. That was all I was trying to do today. Thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.