Transcript: Chris Sofield (deactivated)-5769307582939136-5151705378635776

Full Transcript

Thank you for calling Benefits on Card, this is Chris. How can I help you today? Hi, Chris. My name is Keisha Greer and I never received any card for my insurance, and I'm paying for it and like today I really need to use it and go to the doctor. And I don't have any card for it. Okay. What staffing company do you work with? MAU. And the last four of your Social? 4048. Thank you. One moment. Uh, all right, Ms. Greer, could you verify your address and your date of birth for me please? My address is, um, 6145 Crystal Drive Apartment E7, Columbus, Georgia 31907. And my date of birth is November the 19th, '74. Thank you. We have a phone number on file of 706-610-4609. Is that correct? Yes. Okay. One moment. I'm trying to see if I can get the... Let me get a copy of the ID card for you. Yeah. Okay. So unfortunately, it looks like the portal, um, that we use to grab these ID cards seems to be, or may be partially down. Let me double-check something here. One moment. Okay. Okay. M- my apologies. Like I said, the, the, the system that we use to grab these ID cards seems to be having some, some errors but I was able to go ahead and get the ID card pulled up. Um, I'll go ahead and email it on over to you. Can you confirm, we have your email on file as, uh, 3.pgreer@gmail.com? Yes. Okay. All right then. So I'll go ahead and send this, uh, this medical card on over to you. Okay. This is coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay? Okay. Thank you so much. No problem. Was there anything else I could help with? No, that was it. All right. Thanks again for calling and have a wonderful day. You too. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. My name is Keisha Greer and I never received any card for my insurance, and I'm paying for it and like today I really need to use it and go to the doctor. And I don't have any card for it.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4048.

Speaker speaker_0: Thank you. One moment. Uh, all right, Ms. Greer, could you verify your address and your date of birth for me please?

Speaker speaker_1: My address is, um, 6145 Crystal Drive Apartment E7, Columbus, Georgia 31907. And my date of birth is November the 19th, '74.

Speaker speaker_0: Thank you. We have a phone number on file of 706-610-4609. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. One moment. I'm trying to see if I can get the... Let me get a copy of the ID card for you.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So unfortunately, it looks like the portal, um, that we use to grab these ID cards seems to be, or may be partially down. Let me double-check something here. One moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. M- my apologies. Like I said, the, the, the system that we use to grab these ID cards seems to be having some, some errors but I was able to go ahead and get the ID card pulled up. Um, I'll go ahead and email it on over to you. Can you confirm, we have your email on file as, uh, 3.pgreer@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right then. So I'll go ahead and send this, uh, this medical card on over to you.

Speaker speaker_1: Okay.

Speaker speaker_0: This is coming from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay?

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Was there anything else I could help with?

Speaker speaker_1: No, that was it.

Speaker speaker_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye now.