

Transcript: Chris Sofield

(deactivated)-5811802817380352-5876931365912576

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? Uh yeah, I just got a message from you, Chris. Um, this is Tim Mills. Uh, I called yesterday about, uh, not receiving my benefit cards. Yeah, I guess, I think it was you. You sound like the voicemail. Uh, I believe that was me that left you that voicemail. Yes, sir. Yeah. Okay. Um, yeah. Give me... Let me go ahead and pull your file back up, 'cause I need to go through the- Okay. ... security verification. Um, it was with, uh, NAU, correct? Yes. All right. Uh, the last four of your Social? 9444. Thank you. Mm-hmm. There we go. All right, Tim. Uh, just verify your address and date of birth for me for security purposes, please. Uh, well, I'm not sure which one you have, but, um, 200 Old Boiling Springs Road, Apartment 86, uh, Greer, South Carolina 29650. Uh- What- what else did you need? Uh, your date of birth. 11/09/80. Okay. And that address that you just read off is the one that we have on file, just we were missing- Okay. ... the apartment number. Um- Oh, okay. Is that the c- is that the, uh, correct address? It is, but I'm gonna be m-unfortunately going to be moving soon. Um, I- can I give you an address to send it to in the meantime, until I get settled and... Oh. Yeah. Uh, let's see here. 'Cause I'm not exactly sure where I'm gonna be going at the moment. No, I understand. Um, so- Okay. Yeah. We can, we can go ahead and update the address to whatever you need it to be. Just be aware that that's the a- that's the address you're gonna need to verify anytime you call in in the future. Okay. Um, but yeah, we can get that done for you. All right. Um, for heaven's sake. Um, all right, it's not, uh- Or if it might be easier for you... Sorry, go ahead. Uh-huh. No, go ahead. Go ahead. I- I was just gonna say, or if it might be easier for you, we can leave it at, uh, Old Boiling Springs Road, um, and then- Mm-hmm. And you can just give us a call back to update it whenever you do have your new address. Yeah, let's do that. Um, do you know how long it would take to, like, once y'all send them out, how long it would take to receive them? Uh, let me take a look here. Okay. Uh. Oh. You should have received the ID cards by now. I'm probab- I'm thinking the reason you haven't is because we were missing the apartment number. Um- Okay. Yeah, so that's possibly the situation. Uh, what I'll do for you is I should be able to pull up copies of your ID cards- Mm-hmm. ... and email them on over to you. Okay. Give me just a moment to see if I can get that set up for you, okay? All right. And then, uh, while I'm looking into that, can you just confirm we have the, uh, email in file as btimothyw@gmail? Yeah. All right. Just make sure I'm looking at the right Timothy Mills. As far as getting the ID cards pulled up, that's it. All right. Okay. So yeah, does look like we can go ahead and get those cards out to you. I'll send, I'll, uh, send the, uh, copies that I can pull from the, uh, from the portals here and get those di- uh, emailed to you. All right. The email will be coming from info@benefitsandacard.com. Uh, if you don't- Okay. ... see this in your inbox, just check your spam folder. Might have gotten filtered there. Um, just, uh, if y- uh, you should receive this in

just a couple of minutes. All right. You can, uh, either print those out, uh, save the PDF file to your phone and just pull them up whenever you need to use them. Uh, however you feel like is gonna work out best for what you need- Mm-hmm. ... just go ahead and, and get that done, okay? All right. I appreciate it. No problem. Was there anything else I could help you with? That's it. All right. Mr. Mills, thanks again for calling. You have a wonderful day. Yeah. Thank you. Thank you for your time. You're welcome. Bye now. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh yeah, I just got a message from you, Chris. Um, this is Tim Mills. Uh, I called yesterday about, uh, not receiving my benefit cards. Yeah, I guess, I think it was you. You sound like the voicemail.

Speaker speaker_1: Uh, I believe that was me that left you that voicemail. Yes, sir.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: Um, yeah. Give me... Let me go ahead and pull your file back up, 'cause I need to go through the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... security verification. Um, it was with, uh, NAU, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Uh, the last four of your Social?

Speaker speaker_2: 9444.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: There we go. All right, Tim. Uh, just verify your address and date of birth for me for security purposes, please.

Speaker speaker_2: Uh, well, I'm not sure which one you have, but, um, 200 Old Boiling Springs Road, Apartment 86, uh, Greer, South Carolina 29650.

Speaker speaker_1: Uh-

Speaker speaker_2: What- what else did you need?

Speaker speaker_1: Uh, your date of birth.

Speaker speaker_2: 11/09/80.

Speaker speaker_1: Okay. And that address that you just read off is the one that we have on file, just we were missing-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the apartment number. Um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Is that the c- is that the, uh, correct address?

Speaker speaker_2: It is, but I'm gonna be m- unfortunately going to be moving soon. Um, I- can I give you an address to send it to in the meantime, until I get settled and...

Speaker speaker_1: Oh. Yeah. Uh, let's see here.

Speaker speaker_2: 'Cause I'm not exactly sure where I'm gonna be going at the moment.

Speaker speaker_1: No, I understand. Um, so-

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. We can, we can go ahead and update the address to whatever you need it to be. Just be aware that that's the a- that's the address you're gonna need to verify anytime you call in in the future.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but yeah, we can get that done for you.

Speaker speaker_2: All right. Um, for heaven's sake. Um, all right, it's not, uh-

Speaker speaker_1: Or if it might be easier for you... Sorry, go ahead.

Speaker speaker_2: Uh-huh. No, go ahead. Go ahead.

Speaker speaker_1: I- I was just gonna say, or if it might be easier for you, we can leave it at, uh, Old Boiling Springs Road, um, and then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And you can just give us a call back to update it whenever you do have your new address.

Speaker speaker_2: Yeah, let's do that. Um, do you know how long it would take to, like, once y'all send them out, how long it would take to receive them?

Speaker speaker_1: Uh, let me take a look here.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh. Oh. You should have received the ID cards by now. I'm probab- I'm thinking the reason you haven't is because we were missing the apartment number. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, so that's possibly the situation. Uh, what I'll do for you is I should be able to pull up copies of your ID cards-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and email them on over to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Give me just a moment to see if I can get that set up for you, okay?

Speaker speaker_2: All right.

Speaker speaker_1: And then, uh, while I'm looking into that, can you just confirm we have the, uh, email in file as btimothyw@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Just make sure I'm looking at the right Timothy Mills. As far as getting the ID cards pulled up, that's it. All right. Okay. So yeah, does look like we can go ahead and get those cards out to you. I'll send, I'll, uh, send the, uh, copies that I can pull from the, uh, from the portals here and get those di- uh, emailed to you.

Speaker speaker_2: All right.

Speaker speaker_1: The email will be coming from info@benefitsandacard.com. Uh, if you don't-

Speaker speaker_2: Okay.

Speaker speaker_1: ... see this in your inbox, just check your spam folder. Might have gotten filtered there. Um, just, uh, if y- uh, you should receive this in just a couple of minutes.

Speaker speaker_2: All right.

Speaker speaker_1: You can, uh, either print those out, uh, save the PDF file to your phone and just pull them up whenever you need to use them. Uh, however you feel like is gonna work out best for what you need-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... just go ahead and, and get that done, okay?

Speaker speaker_2: All right. I appreciate it.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. Mr. Mills, thanks again for calling. You have a wonderful day.

Speaker speaker_2: Yeah. Thank you. Thank you for your time.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye.