

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? Yes, I was wondering if my, uh, insurance card were available. Okay. Um, what staffing company do you work with? Uh, Workforce. And the last four of your Social? Uh, 6045. Thank you. Your first and last name? Kyle McKinney. Thank you. Mr. McKinney, could you verify your address and your date of birth, please? Uh, 1200 School Street, Fort Smith, Arkansas. Uh, 72904 and 3/10/87. Okay. Thank you. And then, we have a phone number to you of 479-226-9914. Is that correct? That's it. And email is kylemckinney3@Yahoo.com? Yep. All right. One moment. All right. So from what I can tell, it looks like your vision and your Stay Healthy Cards, uh, should be available. Uh, your dental is still in a pending status though, so that one's not available yet. Yeah. Is there any way that you could email me those? 'Cause I got a doctor's appointment in the morning. Yeah. Give me... Let me see if I can get those pulled up here. Trying to figure out how much my copay is going to be. All right. I'm- Hopefully, it's free. All right. Yeah. We, we should be able to get that sent out to you. Um, the email with your ID cards, at least the ones that are available, are go- is... That email is gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, it'll have those cards, uh, as attachment, like PDF attachments. Okay? Awesome. And do you know when they're going to be actually mailed out? Uh, you should receive those in about a week or two. In about a week or two? Okay. Yes, sir. Anything else? Uh, nope. And the email should be coming in the next 10 minutes or so? N- yeah. Next couple of minutes. Yes, sir. Awesome. I appreciate it. Have a good day. Mm. You as well. Thanks for calling. Bye now. Thanks. Bye-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: Yes, I was wondering if my, uh, insurance card were available.

Speaker speaker_1: Okay. Um, what staffing company do you work with?

Speaker speaker_2: Uh, Workforce.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 6045.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Kyle McKinney.

Speaker speaker_1: Thank you. Mr. McKinney, could you verify your address and your date of birth, please?

Speaker speaker_2: Uh, 1200 School Street, Fort Smith, Arkansas. Uh, 72904 and 3/10/87.

Speaker speaker_1: Okay. Thank you. And then, we have a phone number to you of 479-226-9914. Is that correct?

Speaker speaker_2: That's it.

Speaker speaker_1: And email is kylemckinney3@Yahoo.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. One moment. All right. So from what I can tell, it looks like your vision and your Stay Healthy Cards, uh, should be available. Uh, your dental is still in a pending status though, so that one's not available yet.

Speaker speaker_2: Yeah. Is there any way that you could email me those? 'Cause I got a doctor's appointment in the morning.

Speaker speaker_1: Yeah. Give me... Let me see if I can get those pulled up here.

Speaker speaker_2: Trying to figure out how much my copay is going to be.

Speaker speaker_1: All right. I'm-

Speaker speaker_2: Hopefully, it's free.

Speaker speaker_1: All right. Yeah. We, we should be able to get that sent out to you. Um, the email with your ID cards, at least the ones that are available, are go- is... That email is gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, it'll have those cards, uh, as attachment, like PDF attachments. Okay?

Speaker speaker_2: Awesome. And do you know when they're going to be actually mailed out?

Speaker speaker_1: Uh, you should receive those in about a week or two.

Speaker speaker_2: In about a week or two? Okay.

Speaker speaker_1: Yes, sir. Anything else?

Speaker speaker_2: Uh, nope. And the email should be coming in the next 10 minutes or so?

Speaker speaker_1: N- yeah. Next couple of minutes. Yes, sir.

Speaker speaker_2: Awesome. I appreciate it. Have a good day.

Speaker speaker_1: Mm. You as well. Thanks for calling. Bye now.

Speaker speaker_2: Thanks. Bye-bye.