

Transcript: Chris Sofield

(deactivated)-5934223152070656-6064531704856576

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hi, Chris. My name is Norma Brooks. I haven't received my, uh, insurance cards yet. I was gonna schedule an eye doctor appointment and a dentist. Okay. What staffing comp- Can you- What staffing company do you work with? Surge Staffing. Okay. Surge. Yes. All right. My name is Norma Brooks. Okay. And the last four of your Social, Ms. Brooks? 8657. All right. Can you verify your address and your date of birth for me, please? Uh, um, I don't know if I have my old add- Or am I getting ready with my new? Is it 413 Franklin Avenue or is it 115 Maple Avenue, Chillicothe? Uh, Franklin Avenue. Can you verify the rest of that one? Waverly, Ohio, 45690. Thank you. And then your date of birth? 10/19/1964. Thank you. 740-656-2844 still a good number for you? That's what I'm talking to you on. All right. And normabeatty21@yahoo.com? That is correct. All right. One moment. Mm-hmm. Look- All right. All right. So what it, uh, what it would be here is just that it, it may just not be enough time or it's still in transit, 'cause typically ID cards can arrive within the first week or two after the policy's effective date. We're still in the middle of that first week, so it could just be that they're still in transit. Um, in the meantime, though, what I'll do for you, I'll go ahead- Mm-hmm. ... and pull up, uh, digital copies of your ID cards and email them on ODC. I appreciate you. Thank you very much. No problem. Yeah, w- Now, who takes, who does the eye thing in Chillicothe? Is there a list of providers? Um, I, unfortunately, wouldn't have that list, but the ID card and the email that I'm sending you will have information on how to locate those providers, uh, included. Okay. Are you doing that now for me? Yes, ma'am. So I'm gonna go ahead and work on getting the ID cards pulled up and sent out to you. Uh, the email will be coming from info@benefitsandacard.com. If you don't- Right. ... see this in your inbox, just check your spam folder. Uh, it might have gotten filtered there. Uh, give me just a moment. I'm still working on getting that, that email set up for you. Okay. Let's, let's say you got the normabeatty21@yahoo? Yes, ma'am. Wanna make sure we're on the same page. Thank you. No problem. And then, let's see here. Okay. All right. Email has been sent. Yeah. You should be receiving that very shortly. Um, so yeah. Okay. Thank you. I appreciate you. Merry Christmas and Happy New Year. Same to you, ma'am. Thanks for calling. Mm-bye now. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Norma Brooks. I haven't received my, uh, insurance cards yet. I was gonna schedule an eye doctor appointment and a dentist.

Speaker speaker_1: Okay. What staffing comp-

Speaker speaker_2: Can you-

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: Surge. Yes.

Speaker speaker_1: All right.

Speaker speaker_2: My name is Norma Brooks.

Speaker speaker_1: Okay. And the last four of your Social, Ms. Brooks?

Speaker speaker_2: 8657.

Speaker speaker_1: All right. Can you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, um, I don't know if I have my old add- Or am I getting ready with my new? Is it 413 Franklin Avenue or is it 115 Maple Avenue, Chillicothe?

Speaker speaker_1: Uh, Franklin Avenue. Can you verify the rest of that one?

Speaker speaker_2: Waverly, Ohio, 45690.

Speaker speaker_1: Thank you. And then your date of birth?

Speaker speaker_2: 10/19/1964.

Speaker speaker_1: Thank you. 740-656-2844 still a good number for you?

Speaker speaker_2: That's what I'm talking to you on.

Speaker speaker_1: All right. And normabeatty21@yahoo.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. One moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Look-

Speaker speaker_2: All right.

Speaker speaker_1: All right. So what it, uh, what it would be here is just that it, it may just not be enough time or it's still in transit, 'cause typically ID cards can arrive within the first week or two after the policy's effective date. We're still in the middle of that first week, so it could just be that they're still in transit. Um, in the meantime, though, what I'll do for you, I'll go ahead-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and pull up, uh, digital copies of your ID cards and email them on ODC.

Speaker speaker_2: I appreciate you. Thank you very much.

Speaker speaker_1: No problem. Yeah, w-

Speaker speaker_2: Now, who takes, who does the eye thing in Chillicothe? Is there a list of providers?

Speaker speaker_1: Um, I, unfortunately, wouldn't have that list, but the ID card and the email that I'm sending you will have information on how to locate those providers, uh, included.

Speaker speaker_2: Okay. Are you doing that now for me?

Speaker speaker_1: Yes, ma'am. So I'm gonna go ahead and work on getting the ID cards pulled up and sent out to you. Uh, the email will be coming from info@benefitsandacard.com. If you don't-

Speaker speaker_2: Right.

Speaker speaker_1: ... see this in your inbox, just check your spam folder. Uh, it might have gotten filtered there. Uh, give me just a moment. I'm still working on getting that, that email set up for you.

Speaker speaker_2: Okay. Let's, let's say you got the normabeatty21@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Wanna make sure we're on the same page. Thank you.

Speaker speaker_1: No problem. And then, let's see here.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Email has been sent.

Speaker speaker_2: Yeah.

Speaker speaker_1: You should be receiving that very shortly. Um, so yeah.

Speaker speaker_2: Okay. Thank you. I appreciate you. Merry Christmas and Happy New Year.

Speaker speaker_1: Same to you, ma'am. Thanks for calling. Mm-bye now.

Speaker speaker_2: Thank you.