

Transcript: Chris Sofield

(deactivated)-6008005967003648-6739658444161024

Full Transcript

Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hi, Chris. It's Alicia at APO. Good afternoon. I had an insured called. Um, he's with American Temp Staff and he is needing a letter of coverage. If I give you the information, can y'all provide that to him or does he need to call? Uh, no, I should be able to pull that up and, and be able to get that processed. Um, you said American Temp Staff? Let me go back and make sure that that's right. Sorry. I've been... Let's see. American Staff Corp. American Staff Corp. Let me try that. Okay. And, um- I got one word right. No, you're, you're fine. And then, um, what's the last four of, of his Social? Social is 0552. It's for Jesus Torres Cruz. Jesus Torres Cruz. One moment. And can you verify his date of birth? Yes, sir. I can. His date of birth is 8/21/1980. Thank you. And then are you able to confirm, uh, the email that we have on file for him, Jesus Torres690@yahoo.com, do you know if that's correct? It is correct, but he is... He would prefer it come by mail. Mm. We only have... We only have the option of sending it electronically. Hmm. Um, I... Let me double-check that though. He said he didn't have a way to print it because I offered that. I mean, I offered- Ah. ... via email and- Okay. Okay. No way to print it. Um, okay. We might be able to mail it out physically. Uh, can you confirm a good mailing address for him then? Absolutely. His address is 8030... 8030 East Newton Place, Tulsa, Oklahoma. And the zip code is 74115. All right. Okay. I'll, uh, I'll go ahead and send an email to the team that handles those documents and, uh, let them know that he would, uh, he would need this to be physically mailed to him if he is not able to print the document from an email or anything like that. Yeah, that would be great because he said he just does not have a printer or anything to print it for tax purposes. All right then. Um. All right. Yeah. I'll go ahead and document everything and I'll just let them know to send that physically. Uh, let, uh... He should receive that within the next seven to 10 business days. All right. That sounds great, Chris. I really appreciate you. No problem. Uh, was there anything else I could help with? That is it. And I really do appreciate you, Chris. You have a lovely evening. You as well, ma'am. Thanks for calling. Bye now. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. It's Alicia at APO. Good afternoon. I had an insured called. Um, he's with American Temp Staff and he is needing a letter of coverage. If I give you the information, can y'all provide that to him or does he need to call?

Speaker speaker_0: Uh, no, I should be able to pull that up and, and be able to get that processed. Um, you said American Temp Staff?

Speaker speaker_1: Let me go back and make sure that that's right. Sorry. I've been... Let's see. American Staff Corp.

Speaker speaker_0: American Staff Corp.

Speaker speaker_1: Let me try that.

Speaker speaker_0: Okay. And, um-

Speaker speaker_1: I got one word right.

Speaker speaker_0: No, you're, you're fine. And then, um, what's the last four of, of his Social?

Speaker speaker_1: Social is 0552. It's for Jesus Torres Cruz.

Speaker speaker_0: Jesus Torres Cruz. One moment. And can you verify his date of birth?

Speaker speaker_1: Yes, sir. I can. His date of birth is 8/21/1980.

Speaker speaker_0: Thank you. And then are you able to confirm, uh, the email that we have on file for him, Jesus Torres690@yahoo.com, do you know if that's correct?

Speaker speaker_1: It is correct, but he is... He would prefer it come by mail.

Speaker speaker_0: Mm. We only have... We only have the option of sending it electronically.

Speaker speaker_1: Hmm.

Speaker speaker_0: Um, I... Let me double-check that though.

Speaker speaker_1: He said he didn't have a way to print it because I offered that. I mean, I offered-

Speaker speaker_0: Ah.

Speaker speaker_1: ... via email and-

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: No way to print it.

Speaker speaker_0: Um, okay. We might be able to mail it out physically. Uh, can you confirm a good mailing address for him then?

Speaker speaker_1: Absolutely. His address is 8030... 8030 East Newton Place, Tulsa, Oklahoma. And the zip code is 74115.

Speaker speaker_0: All right. Okay. I'll, uh, I'll go ahead and send an email to the team that handles those documents and, uh, let them know that he would, uh, he would need this to be physically mailed to him if he is not able to print the document from an email or anything like

that.

Speaker speaker_1: Yeah, that would be great because he said he just does not have a printer or anything to print it for tax purposes.

Speaker speaker_0: All right then. Um. All right. Yeah. I'll go ahead and document everything and I'll just let them know to send that physically. Uh, let, uh... He should receive that within the next seven to 10 business days.

Speaker speaker_1: All right. That sounds great, Chris. I really appreciate you.

Speaker speaker_0: No problem. Uh, was there anything else I could help with?

Speaker speaker_1: That is it. And I really do appreciate you, Chris. You have a lovely evening.

Speaker speaker_0: You as well, ma'am. Thanks for calling. Bye now.

Speaker speaker_1: Thank you. Bye-bye.