

Transcript: Chris Sofield

(deactivated)-6092543063801856-5247761114513408

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, uh, I was trying ■■■■ to get in touch with somebody where I can, um... They sent me a email of, uh, ID, my ID number, my Benefits in a Card insurance number, but I didn't- Okay. ... see it. Couldn't find ■■ ■■ but now receiving a email that says, "Thank you for contacting Benefits In A Card." Attached is a PDF file with a copy of your ID card. Is that it? Yes. That would be your ID cards. Yes, ma'am. Okay. Okay. And it, uh, for a list of medical providers, blah, blah, blah. I'm, I'm looking and I don't know what to click on. There should be PDF file attachments on your email. Those PDF files are your ID cards. Okay. Uh, okay. Click on... Okay. Click on, it says dental card. Click on that. Oh, dental ID card and I clicked on it. It said download and find. Okay. I think it's- Yeah. So that would be your ID card, ma'am. Okay. Thank you. You're welcome. Anything else? That's it. Thank you. You're welcome. Thanks for calling and have a good day. You too. Bye-bye. Bye. I'm sorry. I'm sorry.

Conversation Format

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

Speaker speaker_1: Um, uh, I was trying ■■■■ to get in touch with somebody where I can, um... They sent me a email of, uh, ID, my ID number, my Benefits in a Card insurance number, but I didn't-

Speaker speaker_0: Okay.

Speaker speaker_1: ... see it. Couldn't find ■■ ■■ but now receiving a email that says, "Thank you for contacting Benefits In A Card." Attached is a PDF file with a copy of your ID card. Is that it?

Speaker speaker_0: Yes. That would be your ID cards. Yes, ma'am.

Speaker speaker_1: Okay. Okay. And it, uh, for a list of medical providers, blah, blah, blah. I'm, I'm looking and I don't know what to click on.

Speaker speaker_0: There should be PDF file attachments on your email. Those PDF files are your ID cards.

Speaker speaker_1: Okay. Uh, okay. Click on... Okay. Click on, it says dental card. Click on that. Oh, dental ID card and I clicked on it. It said download and find. Okay. I think it's-

Speaker speaker_0: Yeah. So that would be your ID card, ma'am.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Anything else?

Speaker speaker_1: That's it. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling and have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.

Speaker speaker_1: I'm sorry. I'm sorry.