

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? Uh, yeah, I'm just trying to get my policy number please. Mm-kay. What staffing company do you work with? Um, Surge. I just: I have a- And the last- ... appointment later, so I need to know, like, what information to give them. Okay, sir. And the last four of your social? Sorry, 9171. And your first and last name? Curtis Johnson. Mm-kay. Mr. Johnson, could you verify your address and date of birth for me please? Uh, 1 North Limestone Street, Apartment G. Um, Jamestown, Ohio 45335. 5-30-87. Thank you. We have a phone on file of 205-4266. Is that correct? Yep. And an email of sertusjonson@gmail.com? Mm-hmm. All right, one moment. What I should be able to do is pull up a copy of the dental ID card and email it directly on over to you to get that over as quickly as possible. Let me just check to see if that email copy is available, okay? All right, cool. If you'll bear with me just a moment. System's just going a little bit slow. No worries. There we go. Okay, yeah. It does look like that dental card is available. I'm gonna go ahead and pull this and send it to you via email. This email is going to be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, once you receive that, you should just be able to either, uh, show that PDF file to the dentist or print it out, however you need to do so. Um, as long as they can see the information on the card, they should be able to run your insurance and you should be getting this email in just a couple of minutes here, okay? All right, cool. Anything else? No, that was it. All right. Thanks again for calling and have a wonderful day. Mm-hmm. You too. Bye now. All right. All right, bye now.

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'm just trying to get my policy number please.

Speaker speaker_1: Mm-kay. What staffing company do you work with?

Speaker speaker_2: Um, Surge. I just: I have a-

Speaker speaker_1: And the last-

Speaker speaker_2: ... appointment later, so I need to know, like, what information to give them.

Speaker speaker_1: Okay, sir. And the last four of your social?

Speaker speaker_2: Sorry, 9171.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Curtis Johnson.

Speaker speaker_1: Mm-kay. Mr. Johnson, could you verify your address and date of birth for me please?

Speaker speaker_2: Uh, 1 North Limestone Street, Apartment G. Um, Jamestown, Ohio 45335. 5-30-87.

Speaker speaker_1: Thank you. We have a phone on file of 205-4266. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: And an email of sertusjonson@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right, one moment. What I should be able to do is pull up a copy of the dental ID card and email it directly on over to you to get that over as quickly as possible. Let me just check to see if that email copy is available, okay?

Speaker speaker_2: All right, cool.

Speaker speaker_1: If you'll bear with me just a moment. System's just going a little bit slow.

Speaker speaker_2: No worries.

Speaker speaker_1: There we go. Okay, yeah. It does look like that dental card is available. I'm gonna go ahead and pull this and send it to you via email. This email is going to be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um, once you receive that, you should just be able to either, uh, show that PDF file to the dentist or print it out, however you need to do so. Um, as long as they can see the information on the card, they should be able to run your insurance and you should be getting this email in just a couple of minutes here, okay?

Speaker speaker_2: All right, cool.

Speaker speaker_1: Anything else?

Speaker speaker_2: No, that was it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Mm-hmm. You too.

Speaker speaker_1: Bye now.

Speaker speaker_2: All right.

Speaker speaker_1: All right, bye now.