

## **Transcript: Chris Sofield**

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### **Full Transcript**

Fitz Ana Card, this is Chris. How can I help you today? Hiya, sir. My name is Alex Abel. Um, I was calling just to follow up again. I talked to a gentleman the other day, um, about, uh, like having a copy of my digital card. Um, he said give it 'til Thursday or Friday. I was calling just to check to see if it was ready yet or not. Okay. What staffing company do you work with? Uh, MAU. And last four of your Social? Uh, 8075. Thank you. One moment. Yes, sir. All right. Mr. Abel, can you verify your address and your date of birth for me please? Yes. It should be 128 Ancestry Lane, Moncks Corner, South Carolina, 29461. Date of birth is 10/13/87. Thank you. We have a phone number on file of 826-9254. Is that correct? Yes, sir. And we have an email on file, looks like alexabel00@gmail.com? Yes, sir. Okay. One moment. Thank you. Yeah. All right. So let's see here. Looks like I can... Looks like I'm able to pull your dental and your vision cards. However, the portal for the medical cards seems to be down at this moment. Um, let me see if I can get in contact with the, um, with the carrier for that directly and see if they're able to... if either they can provide me with that information or if they're able to send that ID card to you. Do you mind holding for me? Not a problem. Thank you so much. No problem. Yeah. 500 is too Is that the... How many five? I have to do 500, you see. Um, 500, but I'm... Hold on one second. No, no, I'm saying do the 500 first. Isn't it- Yeah. Well, that's what I'm saying. Oh, okay. Yes, sir. Do the 500. Hey, thanks... Hey, thanks for holding up. I appreciate your patience. Okay. So, um, a representative from the insurance carrier for your medical policy, 90 Degree Benefits, they're going to email you a copy of your medical card. As... Like I said, unfortunately I'm unable to pull that for some reason. Their system- Okay. ... the portal that we have access to seems to be down. Um, and then I'm... And then I'm going to send you copies of your de-... uh, your dental and vision cards. Perfect. All right, then. So be on the lookout for two emails. Again, I'm not sure what exa-... the exact address for the, um, for the one coming from 90 Degree- Okay. ... is going to be. Um, but the one- Okay. ... that I'm sending is coming from info@benefitsandacard.com. If you don't see... Uh, if you don't see these in your inbox, just check your spam folder. It may have gotten filtered there. And then that should have all the information you need to be able to use your insurance, okay? Okay. No problem. Thanks a lot. All right. Was there anything else I could help you with? Well, no, sir. You've been a big help. I really appreciate it. No problem. Thanks again for calling and you have a wonderful day. You do the same, bud. Thanks a lot. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Fitz Ana Card, this is Chris. How can I help you today?

Speaker speaker\_1: Hiya, sir. My name is Alex Abel. Um, I was calling just to follow up again. I talked to a gentleman the other day, um, about, uh, like having a copy of my digital card. Um, he said give it 'til Thursday or Friday. I was calling just to check to see if it was ready yet or not.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: And last four of your Social?

Speaker speaker\_1: Uh, 8075.

Speaker speaker\_0: Thank you. One moment.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. Mr. Abel, can you verify your address and your date of birth for me please?

Speaker speaker\_1: Yes. It should be 128 Ancestry Lane, Moncks Corner, South Carolina, 29461. Date of birth is 10/13/'87.

Speaker speaker\_0: Thank you. We have a phone number on file of 826-9254. Is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And we have an email on file, looks like alexabel00@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. One moment.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Yeah. All right. So let's see here. Looks like I can... Looks like I'm able to pull your dental and your vision cards. However, the portal for the medical cards seems to be down at this moment. Um, let me see if I can get in contact with the, um, with the carrier for that directly and see if they're able to... if either they can provide me with that information or if they're able to send that ID card to you. Do you mind holding for me?

Speaker speaker\_1: Not a problem. Thank you so much.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Yeah. 500 is too

Speaker speaker\_0: Is that the... How many five?

Speaker speaker\_1: I have to do 500, you see.

Speaker speaker\_0: Um, 500, but I'm...

Speaker speaker\_3: Hold on one second.

Speaker speaker\_1: No, no, I'm saying do the 500 first. Isn't it-

Speaker speaker\_4: Yeah. Well, that's what I'm saying.

Speaker speaker\_1: Oh, okay. Yes, sir. Do the 500.

Speaker speaker\_0: Hey, thanks... Hey, thanks for holding up. I appreciate your patience. Okay. So, um, a representative from the insurance carrier for your medical policy, 90 Degree Benefits, they're going to email you a copy of your medical card. As... Like I said, unfortunately I'm unable to pull that for some reason. Their system-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the portal that we have access to seems to be down. Um, and then I'm... And then I'm going to send you copies of your de-... uh, your dental and vision cards.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: All right, then. So be on the lookout for two emails. Again, I'm not sure what exa-... the exact address for the, um, for the one coming from 90 Degree-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is going to be. Um, but the one-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that I'm sending is coming from [info@benefitsandacard.com](mailto:info@benefitsandacard.com). If you don't see... Uh, if you don't see these in your inbox, just check your spam folder. It may have gotten filtered there. And then that should have all the information you need to be able to use your insurance, okay?

Speaker speaker\_1: Okay. No problem. Thanks a lot.

Speaker speaker\_0: All right. Was there anything else I could help you with?

Speaker speaker\_1: Well, no, sir. You've been a big help. I really appreciate it.

Speaker speaker\_0: No problem. Thanks again for calling and you have a wonderful day.

Speaker speaker\_1: You do the same, bud. Thanks a lot. Bye-bye.

Speaker speaker\_0: Bye-bye.