

## Transcript: Chris Sofield

(deactivated)-6251729570021376-5032775761575936

### 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? Yes, my name's William Malcolm. Uh, I lost my benefits card, and I need to get a new one. Okay. Yeah, we can get that done for you. What staffing company do you work with? Uh, Surge. And last four of your Social? 3845. Thank you. One moment. There we go. Mr. Malcolm, could you verify your address and your date of birth for me? Okay, the date of birth is, uh, 03/07/69. Mm-hmm. My address is, duh, duh, duh... Hold on one second. It's, uh, 3765 Roseville Road, Lot 22. No, Lot 26. Lot number 22. Okay, and the city, state, and zip, sir? Uh, it's Zanesville, Ohio. 43701. 43701. All right. And then we've got a phone number on file for you. It's 740-610-1093. Yeah. That's an old one, but yeah. Uh, is there a better number that we can put down on file, then? Uh, yeah. What's this number, dear? Your number? Hell, I don't know. Where do you- Hold on. I'm just kidding. I just got this phone, like, two days ago. I don't even know the number. You're giving it to me. Uh, is it... It should be the one showing up in our call ID. Yes. Yes. It's, uh, 740-221-9184. Yep, that's it. All right. And then we've got an email on file for you. It looks like will1969@gmail.com. Is that also correct? Yeah. All right. Okay, so what we can do, we can go ahead and email a copy of that ID card directly on over to you to get it out as quickly as possible. Uh, this copy- Uh, I... Sorry. Hmm? Any way you could text it to this number, or...? Uh, we wouldn't be able to text it to you, unfortunately. We'd have to send it via email. All right. Um, but if you're able to pull up- What email address are you gonna send it from, then? ... like your email on your phone... I don't know. So, anybody'll use. Uh, it's not been set up yet. I missed. Who email, then? Fat Boy My Dawg. Uh, can you send it to Fat Boy My Dawg? 3667. 3667. @gmail.com. @gmail.com. That was FatBoyMyDawg3667@gmail.com? Yes. Okay. I'll send it to that one, then. Um, this'll be coming from info@benefitsinacard.com. If you don't see it in your inbox- Okay. ... just check your spam folder. It might've gotten filtered there. Um, and then, yeah, you can just either save that, print it off, however you need to do it, as long as they can see the information on it, they'll be able to run your insurance, okay? Okay. All right. Thank you. Was there anything else? Nope. Uh, how about a new card? Can I still get a new card? Yeah, you need- Um, unfortunately, our system to, uh, request new physical copies is down. Uh, you'd have to contact the insurance company directly for that. Let me know when you're ready and I can give you their phone number. Okay, give me one second. One, two. Uh, I'm looking for it now. Wasn't prepared to write anything down, I guess. Oh, my apologies. It actually does look like our system to y- to request that is, is back up. It was down- All right. Nevermind then. ... last week, so- Okay. ... uh, nevermind. I, you, you won't need to give them a call. I can go ahead and request that for you. All right. We appreciate it. No problem. That, that new physical copy should sh- should arrive in about seven to 10 business days. Okay. All right. Was there anything e- But I can use the cop- I can use the, uh, copy from offline then,

right? Uh, yes, sir. And, uh, while you're waiting on that new physical copy, that, that email copy, that's the exact same image of the ID card. So, yeah. Okay. As long as they can see the information on it, they'll be able to run it, okay? All right. Thank you. Appreciate it. No problem. Anything else? Nope. That's it, sir. All right. Thanks again for calling and have a wonderful day. You too. Bye. 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: Yes, my name's William Malcolm. Uh, I lost my benefits card, and I need to get a new one.

Speaker speaker\_1: Okay. Yeah, we can get that done for you. What staffing company do you work with?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: And last four of your Social?

Speaker speaker\_2: 3845.

Speaker speaker\_1: Thank you. One moment. There we go. Mr. Malcolm, could you verify your address and your date of birth for me?

Speaker speaker\_2: Okay, the date of birth is, uh, 03/07/'69.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: My address is, duh, duh, duh... Hold on one second. It's, uh, 3765 Roseville Road, Lot 22.

Speaker speaker\_3: No, Lot 26.

Speaker speaker\_2: Lot number 22.

Speaker speaker\_1: Okay, and the city, state, and zip, sir?

Speaker speaker\_2: Uh, it's Zanesville, Ohio.

Speaker speaker\_3: 43701.

Speaker speaker\_2: 43701.

Speaker speaker\_1: All right. And then we've got a phone number on file for you. It's 740-610-1093.

Speaker speaker\_2: Yeah. That's an old one, but yeah.

Speaker speaker\_1: Uh, is there a better number that we can put down on file, then?

Speaker speaker\_2: Uh, yeah. What's this number, dear?

Speaker speaker\_3: Your number? Hell, I don't know. Where do you-

Speaker speaker\_2: Hold on. I'm just kidding. I just got this phone, like, two days ago. I don't even know the number. You're giving it to me.

Speaker speaker\_1: Uh, is it... It should be the one showing up in our call ID.

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: It's, uh, 740-221-9184.

Speaker speaker\_2: Yep, that's it.

Speaker speaker\_1: All right. And then we've got an email on file for you. It looks like will1969@gmail.com. Is that also correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. Okay, so what we can do, we can go ahead and email a copy of that ID card directly on over to you to get it out as quickly as possible. Uh, this copy-

Speaker speaker\_2: Uh, I...

Speaker speaker\_1: Sorry. Hmm?

Speaker speaker\_2: Any way you could text it to this number, or...?

Speaker speaker\_1: Uh, we wouldn't be able to text it to you, unfortunately. We'd have to send it via email.

Speaker speaker\_2: All right.

Speaker speaker\_1: Um, but if you're able to pull up-

Speaker speaker\_2: What email address are you gonna send it from, then?

Speaker speaker\_1: ... like your email on your phone...

Speaker speaker\_3: I don't know. So, anybody'll use.

Speaker speaker\_2: Uh, it's not been set up yet. I missed. Who email, then?

Speaker speaker\_3: Fat Boy My Dawg.

Speaker speaker\_2: Uh, can you send it to Fat Boy My Dawg?

Speaker speaker\_3: 3667.

Speaker speaker\_2: 3667.

Speaker speaker\_3: @gmail.com.

Speaker speaker\_2: @gmail.com.

Speaker speaker\_1: That was FatBoyMyDawg3667@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I'll send it to that one, then. Um, this'll be coming from info@benefitsinacard.com. If you don't see it in your inbox-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just check your spam folder. It might've gotten filtered there. Um, and then, yeah, you can just either save that, print it off, however you need to do it, as long as they can see the information on it, they'll be able to run your insurance, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Was there anything else?

Speaker speaker\_2: Nope. Uh, how about a new card? Can I still get a new card?

Speaker speaker\_3: Yeah, you need-

Speaker speaker\_1: Um, unfortunately, our system to, uh, request new physical copies is down. Uh, you'd have to contact the insurance company directly for that. Let me know when you're ready and I can give you their phone number.

Speaker speaker\_2: Okay, give me one second.

Speaker speaker\_3: One, two.

Speaker speaker\_2: Uh, I'm looking for it now. Wasn't prepared to write anything down, I guess.

Speaker speaker\_1: Oh, my apologies. It actually does look like our system to y- to request that is, is back up. It was down-

Speaker speaker\_2: All right. Nevermind then.

Speaker speaker\_1: ... last week, so-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... uh, nevermind. I, you, you won't need to give them a call. I can go ahead and request that for you.

Speaker speaker\_2: All right. We appreciate it.

Speaker speaker\_1: No problem. That, that new physical copy should sh- should arrive in about seven to 10 business days.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything e-

Speaker speaker\_2: But I can use the cop- I can use the, uh, copy from offline then, right?

Speaker speaker\_1: Uh, yes, sir. And, uh, while you're waiting on that new physical copy, that, that email copy, that's the exact same image of the ID card. So, yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: As long as they can see the information on it, they'll be able to run it, okay?

Speaker speaker\_2: All right. Thank you. Appreciate it.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: Nope. That's it, sir.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye, now.