

## **Transcript: Chris Sofield**

**(deactivated)-6290333897375744-5237983392874496**

### **Full Transcript**

Thank you for calling Benefits In a Card. This is Chris. How can I help you today? Hey, Chris. My name is Jeff Arthur and I just, uh, recently got insurance with, uh, you guys, and I was wanting to know if I... if you could send that, uh, card until I get my, uh, benefits cards- Yeah, that'd be no problem. ... um, for my oc- for, for my eye. It's... I got the, I got the APL stuff, but I haven't got my eye, my vision, uh, card yet. Yeah, no problem. Should, should be, should be easily doable. Uh, what, what staffing company do you work with? Um, DTC out of Parsons, Kansas. Okay. And the last four of your Social? 9738. One moment. There we go. Mr. Arthur, could you verify your address and your date of birth for me? It is 615 North Fifth Street, Chautauqua, Kansas, 67336. My date of birth is 3/19/1968. Thank you. Phone on file we have is 970-331-4485. Is that correct? Correct. And email we have on file jeffarthur24@hotmail.com? Correct. All right. You said you just needed a copy of the vision? Yeah. Yes. All right. So, I'll go ahead and work on getting that out to you. Um, this copy will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, you should be getting this in just a couple of minutes here. Additionally, the, uh, email will have information on how to locate participating providers if you need that, okay? Okay. Thank you very much. No problem. Anything else? That's it. All right. Thanks again for calling and have a wonderful day. Thank you. You too. Bye-bye.

### **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: Hey, Chris. My name is Jeff Arthur and I just, uh, recently got insurance with, uh, you guys, and I was wanting to know if I... if you could send that, uh, card until I get my, uh, benefits cards-

Speaker speaker\_0: Yeah, that'd be no problem.

Speaker speaker\_1: ... um, for my oc- for, for my eye. It's... I got the, I got the APL stuff, but I haven't got my eye, my vision, uh, card yet.

Speaker speaker\_0: Yeah, no problem. Should, should be, should be easily doable. Uh, what, what staffing company do you work with?

Speaker speaker\_1: Um, DTC out of Parsons, Kansas.

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

Speaker speaker\_1: 9738.

Speaker speaker\_0: One moment. There we go. Mr. Arthur, could you verify your address and your date of birth for me?

Speaker speaker\_1: It is 615 North Fifth Street, Chautauqua, Kansas, 67336. My date of birth is 3/19/1968.

Speaker speaker\_0: Thank you. Phone on file we have is 970-331-4485. Is that correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And email we have on file jeffarthur24@hotmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. You said you just needed a copy of the vision? Yeah.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So, I'll go ahead and work on getting that out to you. Um, this copy will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Uh, you should be getting this in just a couple of minutes here. Additionally, the, uh, email will have information on how to locate participating providers if you need that, okay?

Speaker speaker\_1: Okay. Thank you very much.

Speaker speaker\_0: No problem. Anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_1: Thank you. You too. Bye-bye.