

## **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, hey, Chris. How you doing? I'm doing all right, sir. Um... Oh, that's good, that's good. Chris, I was trying to find out, um, I'm with the company called Hamilton-Riker- Mm-hmm. And, um, um, what it was, I received my dental and vision cards, but I didn't s- receive anything for my medical. And I was, they told me, uh, to call this number and, uh- Okay. ... I don't know what information you guys may need or anything. Um, starting off with, I'll need the last four of your Social. Okay, it's, uh, 2929. And then, what was the first and last name? Uh, my first name is Timothy, last name is Finch, F-I-N-C-H. All right, thank you. Uh, Mr. Finch, could you verify your address and your date of birth for me, please? My date of birth, 3/12/1968. Um, my address I'm using is 107 Davis Avenue, that's in Canton, Mississippi 39046. Okay. We've got a phone on file for you, it looks like 601-667-9715. Is that correct? Uh, yes, sir. And an email of tps06@yahoo.com? Yes, sir. Okay. Yeah, so it looks like... All right, I see what happened here. The, uh, the plan that you enrolled into- Mm-hmm. They, the insurance company for that plan, American Public Life, typically sends the original ID card via email. They don't send a physical copy of that one. Oh. So you wouldn't have re- Yeah, you wouldn't have received a physical copy of the, of the medical card. Um, given that it's... Yeah, given that it's been a while, uh, since it should have arrived, it may have gotten filtered to spam or accidentally deleted or somewhat like that. Oh, no. What I'll do for you, what I'll do for you, I can send another copy of that ID card directly to your email address from our end here. Okay. Um, this copy is going to come 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, you should get this in just a couple of minutes here, okay? Okay, I appreciate this. All right, anything else? Uh, no, sir. That'll be it. All right, well, if that's everything, thanks again for calling. You have a wonderful day. All right, thank you, Chris. You're welcome. 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, hey, Chris. How you doing?

Speaker speaker\_1: I'm doing all right, sir.

Speaker speaker\_2: Um... Oh, that's good, that's good. Chris, I was trying to find out, um, I'm with the company called Hamilton-Riker-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And, um, um, what it was, I received my dental and vision cards, but I didn't s- receive anything for my medical. And I was, they told me, uh, to call this number and, uh-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I don't know what information you guys may need or anything.

Speaker speaker\_1: Um, starting off with, I'll need the last four of your Social.

Speaker speaker\_2: Okay, it's, uh, 2929.

Speaker speaker\_1: And then, what was the first and last name?

Speaker speaker\_2: Uh, my first name is Timothy, last name is Finch, F-I-N-C-H.

Speaker speaker\_1: All right, thank you. Uh, Mr. Finch, could you verify your address and your date of birth for me, please?

Speaker speaker\_2: My date of birth, 3/12/1968. Um, my address I'm using is 107 Davis Avenue, that's in Canton, Mississippi 39046.

Speaker speaker\_1: Okay. We've got a phone on file for you, it looks like 601-667-9715. Is that correct?

Speaker speaker\_2: Uh, yes, sir.

Speaker speaker\_1: And an email of tps06@yahoo.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Yeah, so it looks like... All right, I see what happened here. The, uh, the plan that you enrolled into-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: They, the insurance company for that plan, American Public Life, typically sends the original ID card via email. They don't send a physical copy of that one.

Speaker speaker\_2: Oh.

Speaker speaker\_1: So you wouldn't have re- Yeah, you wouldn't have received a physical copy of the, of the medical card. Um, given that it's... Yeah, given that it's been a while, uh, since it should have arrived, it may have gotten filtered to spam or accidentally deleted or somewhat like that.

Speaker speaker\_2: Oh, no.

Speaker speaker\_1: What I'll do for you, what I'll do for you, I can send another copy of that ID card directly to your email address from our end here.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, this copy is going to come 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, you should get this in just a couple of minutes here, okay?

Speaker speaker\_2: Okay, I appreciate this.

Speaker speaker\_1: All right, anything else?

Speaker speaker\_2: Uh, no, sir. That'll be it.

Speaker speaker\_1: All right, well, if that's everything, thanks again for calling. You have a wonderful day.

Speaker speaker\_2: All right, thank you, Chris.

Speaker speaker\_1: You're welcome. Bye now.