

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? Hi. My name's Hanna. Um, my Benefits in a Card was recently activated, um, but I tried to sign in and it said my account was disabled. So I just wanted to get that figured out. Okay. Um, let's see. What staffing company do you work with? Uh, Creative Circle. And... All right. And the last four of your social? 3082. Thank you. And your first and last name? First name's Hanna, H-A-N-N-A. And last name is Mallette, M-A-L-L-E-T-T-E. Thank you. Ms. Mallette, could you verify your address and your date of birth for me please? Yep. Address is 21-54 29th Street, Astoria, New York 11105. Date of birth is July 22nd, 1993. Okay. Thank you. Mm-hmm. And then we have a phone number on file that looks like 323-2891? Yep. Okay. All right. Yeah, I do show it looks like your... It does look like your coverage is active at this time. So yeah, your account should be available to you at this time. I'll reach out to our back office and see what could be happening to see if there's any, any issues, uh, maybe systems side that are causing anything. Um, give us about- Okay. ... a day or two to review everything and investigate. We'll get back in touch with you once we have an answer and let you know when, when everything's been fixed. Okay? All right. Sounds good. All right. Uh, was there anything else I could help you with? Um, nope, that's it. All right. Thanks again for calling and have a wonderful day. You too. Bye-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: Hi. My name's Hanna. Um, my Benefits in a Card was recently activated, um, but I tried to sign in and it said my account was disabled. So I just wanted to get that figured out.

Speaker speaker_1: Okay. Um, let's see. What staffing company do you work with?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And... All right. And the last four of your social?

Speaker speaker_2: 3082.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: First name's Hanna, H-A-N-N-A. And last name is Mallette, M-A-L-L-E-T-T-E.

Speaker speaker_1: Thank you. Ms. Mallette, could you verify your address and your date of birth for me please?

Speaker speaker_2: Yep. Address is 21-54 29th Street, Astoria, New York 11105. Date of birth is July 22nd, 1993.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then we have a phone number on file that looks like 323-2891?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. All right. Yeah, I do show it looks like your... It does look like your coverage is active at this time. So yeah, your account should be available to you at this time. I'll reach out to our back office and see what could be happening to see if there's any, any issues, uh, maybe systems side that are causing anything. Um, give us about-

Speaker speaker_2: Okay.

Speaker speaker_1: ... a day or two to review everything and investigate. We'll get back in touch with you once we have an answer and let you know when, when everything's been fixed. Okay?

Speaker speaker_2: All right. Sounds good.

Speaker speaker_1: All right. Uh, was there anything else I could help you with?

Speaker speaker_2: Um, nope, that's it.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.