

Transcript: Chris Sofield

(deactivated)-6425170627477504-6039362036776960

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, yes. I was told to, uh, give y'all a call. Um, I got a, a... I'm working for, uh, uh, MAU, uh, Workforce out at, uh, uh, General Electric, uh, Gas Turbines in Greenville and, uh, anyway, uh, I have benefits through them and my manager said to, to, to call y'all to see about, uh, one information I need. Okay. Um, let's see here. What's the last four of your Social so I can locate your file? 0697. All right, and your first and last name? Uh, Phillip... I'll just give you my full name. Phillip Derek Cox. All right. Mr. Cox, could you verify your address and your date of birth for me please? Yeah. The address is 617 Richardson Street, that's Apartment 137, that's in Simpsonville, South Carolina, 29680. And date of birth is March 25, 1972. Thank you. Uh, we have a phone on file of 350-9041, is that correct? Yes. All right. And by the information do you just mean like the copies of your ID cards? Uh, well that, yeah, yeah, like I said, I need something to actually to... I'm going to, uh, my pharmacy to get a prescription and I was wondering if there any way I could, uh, tell them what my insurance is or whatever. They can look it up or d- or am I gonna have to wait for my ID cards? Um, let's see here. Um, I see here it looks like your ID cards should have arrived by now but it looks like we had, um, looks like at some point we had an incorrect address on file, uh, that has been corrected. Um, ID cards will be sent back out to, uh, to the correct address on file. Uh, those should arrive in about seven to ten business days but in the meantime what we can do for you, we c- uh, we can email copies of the, uh, the ID cards to you. Uh, can you just confirm we have your email in file ClemsonTigers1972@yahoo.com? Yes. Okay. So what I'll do then, Mr. Cox, I'll work on getting copies of the ID cards emailed out to that, to that email address. Um, you should be receiving these in just a couple of minutes here. They'll be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder, it might have gotten filtered there. You can, uh, just print out these, uh, these ID cards or save the PDF files on your phone, however you want to do it. Um, and just show that information to, uh, doctor or pharmacy, whoever it needs to, whoever needs to see it. They should be able to, uh, they should be able to run your insurance information with that, okay? Okay. Okay. I, I, I sure do appreciate it. No problem. Was there anything else I could help you with? Uh, no. If there's, uh, anything... Oh! About, uh, uh, that's, uh, medical but, uh, about, uh, v- uh, vision. Is that... I just need the same thing? Just show my ID card when I go to the vision center? Uh, yes, sir. I'm sending you both, uh, medical and vision cards. Yes, sir. Okay. All right then. All right, man. Well, that's it then. I appreciate it. No problem. Thanks again for calling. You have a wonderful day. All right. You too. All right. Bye now. Bye-bye.

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, yes. I was told to, uh, give y'all a call. Um, I got a, a... I'm working for, uh, uh, MAU, uh, Workforce out at, uh, uh, General Electric, uh, Gas Turbines in Greenville and, uh, anyway, uh, I have benefits through them and my manager said to, to, to call y'all to see about, uh, one information I need.

Speaker speaker_1: Okay. Um, let's see here. What's the last four of your Social so I can locate your file?

Speaker speaker_2: 0697.

Speaker speaker_1: All right, and your first and last name?

Speaker speaker_2: Uh, Phillip... I'll just give you my full name. Phillip Derek Cox.

Speaker speaker_1: All right. Mr. Cox, could you verify your address and your date of birth for me please?

Speaker speaker_2: Yeah. The address is 617 Richardson Street, that's Apartment 137, that's in Simpsonville, South Carolina, 29680. And date of birth is March 25, 1972.

Speaker speaker_1: Thank you. Uh, we have a phone on file of 350-9041, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And by the information do you just mean like the copies of your ID cards?

Speaker speaker_2: Uh, well that, yeah, yeah, like I said, I need something to actually to... I'm going to, uh, my pharmacy to get a prescription and I was wondering if there any way I could, uh, tell them what my insurance is or whatever. They can look it up or d- or am I gonna have to wait for my ID cards?

Speaker speaker_1: Um, let's see here. Um, I see here it looks like your ID cards should have arrived by now but it looks like we had, um, looks like at some point we had an incorrect address on file, uh, that has been corrected. Um, ID cards will be sent back out to, uh, to the correct address on file. Uh, those should arrive in about seven to ten business days but in the meantime what we can do for you, we c- uh, we can email copies of the, uh, the ID cards to you. Uh, can you just confirm we have your email in file ClemsonTigers1972@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So what I'll do then, Mr. Cox, I'll work on getting copies of the ID cards emailed out to that, to that email address. Um, you should be receiving these in just a couple of minutes here. They'll be coming from info@benefitsinacard.com. If you don't see

this in your inbox, just check your spam folder, it might have gotten filtered there. You can, uh, just print out these, uh, these ID cards or save the PDF files on your phone, however you want to do it. Um, and just show that information to, uh, doctor or pharmacy, whoever it needs to, whoever needs to see it. They should be able to, uh, they should be able to run your insurance information with that, okay?

Speaker speaker_2: Okay. Okay. I, I, I sure do appreciate it.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: Uh, no. If there's, uh, anything... Oh! About, uh, uh, that's, uh, medical but, uh, about, uh, v- uh, vision. Is that... I just need the same thing? Just show my ID card when I go to the vision center?

Speaker speaker_1: Uh, yes, sir. I'm sending you both, uh, medical and vision cards. Yes, sir.

Speaker speaker_2: Okay. All right then. All right, man. Well, that's it then. I appreciate it.

Speaker speaker_1: No problem. Thanks again for calling. You have a wonderful day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_2: Bye-bye.