

Transcript: Chris Sofield

(deactivated)-6470898488229888-5968887762173952

Full Transcript

Thank you for calling Benefits in a Card . Hi, there. How you doing? Doing all right, and yourself? Uh, I'm good, I'm good. So I'm with a company called Nor Staffing, and we were under a different benefits company. Now, we- we are with you guys. Um- Right. I just... And so I tried to pick up some prescriptions the other day, and they said my deductions weren't taken out. I didn't know about this whole transition. So what- Okay. ... I'm calling to do, because I have a couple of prescriptions at the pharmacy, just to make sure I am enrolled. Okay. Um, let me see if I can pull up your file and try to find that information for you. What's the last four of your Social? 6564. And your first and last name? Julian DeArmas. All right, Mr. DeArmas, could you verify your address and date of birth, please? I'm at 240 East 82nd Street, New York. And what was the other one, date of birth? Uh, yes, sir. 12565. Thank you, sir. I've got a phone number on file for you, 917-887-2077. Is that correct? Correct. And an email of julian.drms@gmail.com. That is correct as well. All right, uh, yes, your coverage is currently active. Looks like, uh, the, w- uh, the swap-over happened with no issue with that. Um, it could just be that, uh, th- that because it's, it's a different administrator, uh, it could just be that it sh- it should have been a different ID card that you received, and you may not have received that yet. What I can do for you is I can email a copy of your new ID card directly on over to you to get that over as quickly as possible, so you should be able to use that, okay? Okay, so I can show them that at the pharmacy? Uh, yes, sir. That would be a huge help. Please do that. I'll wait for it. No problem. Yes, sir. You should be getting that in just a couple of minutes here. Uh, this email is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there, and I have just sent it, so you should be receiving it shortly. Okay, can you just hang with me a second? Yeah, that's fine. All right. Check my spam folder. Oh, here we go. Attachment, ID cards. Fantastic, my friend. Thank you so much. No problem. All right. Was there anything else I could help you with? Uh, no, this was pretty seamless, so thank you so much. You're very welcome. Thanks again for calling, and you have a wonderful day. You too now, thanks. Bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card .

Speaker speaker_1: Hi, there. How you doing?

Speaker speaker_0: Doing all right, and yourself?

Speaker speaker_1: Uh, I'm good, I'm good. So I'm with a company called Nor Staffing, and we were under a different benefits company. Now, we- we are with you guys. Um-

Speaker speaker_0: Right.

Speaker speaker_1: I just... And so I tried to pick up some prescriptions the other day, and they said my deductions weren't taken out. I didn't know about this whole transition. So what-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I'm calling to do, because I have a couple of prescriptions at the pharmacy, just to make sure I am enrolled.

Speaker speaker_0: Okay. Um, let me see if I can pull up your file and try to find that information for you. What's the last four of your Social?

Speaker speaker_1: 6564.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Julian DeArmas.

Speaker speaker_0: All right, Mr. DeArmas, could you verify your address and date of birth, please?

Speaker speaker_1: I'm at 240 East 82nd Street, New York. And what was the other one, date of birth?

Speaker speaker_0: Uh, yes, sir.

Speaker speaker_1: 12565.

Speaker speaker_0: Thank you, sir. I've got a phone number on file for you, 917-887-2077. Is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: And an email of julian.drms@gmail.com.

Speaker speaker_1: That is correct as well.

Speaker speaker_0: All right, uh, yes, your coverage is currently active. Looks like, uh, the, w- uh, the swap-over happened with no issue with that. Um, it could just be that, uh, th- that because it's, it's a different administrator, uh, it could just be that it sh- it should have been a different ID card that you received, and you may not have received that yet. What I can do for you is I can email a copy of your new ID card directly on over to you to get that over as quickly as possible, so you should be able to use that, okay?

Speaker speaker_1: Okay, so I can show them that at the pharmacy?

Speaker speaker_0: Uh, yes, sir.

Speaker speaker_1: That would be a huge help. Please do that. I'll wait for it.

Speaker speaker_0: No problem. Yes, sir. You should be getting that in just a couple of minutes here. Uh, this email is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there, and I have just sent it, so you should be receiving it shortly.

Speaker speaker_1: Okay, can you just hang with me a second?

Speaker speaker_0: Yeah, that's fine.

Speaker speaker_1: All right. Check my spam folder. Oh, here we go. Attachment, ID cards. Fantastic, my friend. Thank you so much.

Speaker speaker_0: No problem.

Speaker speaker_1: All right.

Speaker speaker_0: Was there anything else I could help you with?

Speaker speaker_1: Uh, no, this was pretty seamless, so thank you so much.

Speaker speaker_0: You're very welcome. Thanks again for calling, and you have a wonderful day.

Speaker speaker_1: You too now, thanks. Bye.

Speaker speaker_0: Bye now.