

## **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 and a Card, this is Chris. How can I help you today? Hi. Um, I had applied for, uh, my health insurance card, like, four months ago and I was supposed to get it in the mail and I've, I've never gotten it yet. Okay. What staffing company do you work with? Uh, Joe Hurty Staffing. And the last four of your Social? 2933. And your first and last name? Sabrina Keim, K-E-I-M, as in mother. Thank you, Ms. Keim. Could you verify your address and date of birth for me please? Uh, 1500 North Broadway, Apartment W302 and 62205. And the rest of the address? I need the city, state and zip as well. Oh. Crookston, Minnesota 56716. Thank you. And I have a phone number on file 701-610-4250. Is that correct? Yep. Okay. And we have an email on file sabrinekeim01@gmail.com? Um, can I change that? Yes. Hold on one second. Um, uh, can I change it to skeim5205@gmail.com? Yeah, we can do that. So, all right. The thing is with the insurance policy you selected for your medical, the carrier for that plan sends the initial ID card via email, so if it would've gone to that old email address on file, um- Mm-hmm. ... it would have shown up sometime mid-October, based off of when we see your policy went into effect. Um, at this moment, what we can do, we can pull up a copy of the ID card and email it back out to you. Um, that way you can- Okay. ... go ahead and try to get this information as quickly as possible. Okay. Um- Okay. This copy will be coming from our email address, info@benefitsandacard.com. Um, if you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay? Okay. All right. Was there anything else I could help you with? No, that's all. All right. Thanks again for calling and you have a wonderful day. Thank you. You, too. You're welcome. Bye now. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi. Um, I had applied for, uh, my health insurance card, like, four months ago and I was supposed to get it in the mail and I've, I've never gotten it yet.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, Joe Hurty Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 2933.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Sabrina Keim, K-E-I-M, as in mother.

Speaker speaker\_1: Thank you, Ms. Keim. Could you verify your address and date of birth for me please?

Speaker speaker\_2: Uh, 1500 North Broadway, Apartment W302 and 62205.

Speaker speaker\_1: And the rest of the address? I need the city, state and zip as well.

Speaker speaker\_2: Oh. Crookston, Minnesota 56716.

Speaker speaker\_1: Thank you. And I have a phone number on file 701-610-4250. Is that correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. And we have an email on file sabrinekeim01@gmail.com?

Speaker speaker\_2: Um, can I change that?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Hold on one second. Um, uh, can I change it to skeim5205@gmail.com?

Speaker speaker\_1: Yeah, we can do that. So, all right. The thing is with the insurance policy you selected for your medical, the carrier for that plan sends the initial ID card via email, so if it would've gone to that old email address on file, um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... it would have shown up sometime mid-October, based off of when we see your policy went into effect. Um, at this moment, what we can do, we can pull up a copy of the ID card and email it back out to you. Um, that way you can-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... go ahead and try to get this information as quickly as possible.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: This copy will be coming from our email address, info@benefitsandacard.com. Um, if you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else I could help you with?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: All right. Thanks again for calling and you have a wonderful day.

Speaker speaker\_2: Thank you. You, too.

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

Speaker speaker\_2: Bye.