

## **Transcript: Justin**

**Mills-4569247764627456-6130021700124672**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, I have a question regarding my benefits. Okay. What's the staffing agency you work for? Nor Group. And the last four of your Social? 8865. And what was your first and last name? Steven Fulsonelli. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Steven? Yeah, sure. 194 Smith Street, Apartment 2F, Freeport, New York, 11520. And confirm your date of birth for me. May 30th, 1986. And a good telephone number have is 516-658-4837. That's the one. And an email have is stevefullstead619@y- at Yahoo? Yep. Okay. How can I help you today? Yeah, I'm... Well, I called you guys on Monday, so I know my benefits are active. I was just wondering if there was a member ID number generated yet. Um, yeah. Let me check on that for you. Do you mind if I place you in a brief hold for a second? Sure. Okay. Hello, Steven. You still there? Mm-hmm. Awesome. Thank you so much for holding. So I was able to pull up your MEC medical card. However, when it came to your dental, the dental card hasn't been generated, but I do have a policy number for your dental. Uh, is there any way it's possible you could mail that, email that to me? Yeah. Um, I can email that information to you. Um, the email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Now, that information also includes my medical information, right? Correct. Yes, sir. All right. I appreciate it. Thank you very much. You're welcome. Now, regarding your, uh, dental ID card, that one should be generated by tomorrow or Friday at the latest. Okay? Okay. Cool. Awesome. Well, we- All right. So, look, um, one last question, and forgive this stupid question. Now, when these places ask what kind of insurance I use, I would tell them it's Benefits in a Card, right? Um, no, sir. So your medical would be through 90 Degree Benefits, and then your dental would be through American Public Life. However, all of that information will be in the email I'm sending you. Okay. All right, uh, thank you very much. You're welcome. You have a great day, okay? Y- you too. Bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah, I have a question regarding my benefits.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Nor Group.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 8865.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Steven Fulsonelli.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Steven?

Speaker speaker\_1: Yeah, sure. 194 Smith Street, Apartment 2F, Freeport, New York, 11520.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: May 30th, 1986.

Speaker speaker\_0: And a good telephone number have is 516-658-4837.

Speaker speaker\_1: That's the one.

Speaker speaker\_0: And an email have is stevefullsteed619@y- at Yahoo?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. How can I help you today?

Speaker speaker\_1: Yeah, I'm... Well, I called you guys on Monday, so I know my benefits are active. I was just wondering if there was a member ID number generated yet.

Speaker speaker\_0: Um, yeah. Let me check on that for you. Do you mind if I place you in a brief hold for a second?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay. Hello, Steven. You still there?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I was able to pull up your MEC medical card. However, when it came to your dental, the dental card hasn't been generated, but I do have a policy number for your dental.

Speaker speaker\_1: Uh, is there any way it's possible you could mail that, email that to me?

Speaker speaker\_0: Yeah. Um, I can email that information to you. Um, the email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_1: Okay. Now, that information also includes my medical information, right?

Speaker speaker\_0: Correct. Yes, sir.

Speaker speaker\_1: All right. I appreciate it. Thank you very much.

Speaker speaker\_0: You're welcome. Now, regarding your, uh, dental ID card, that one should be generated by tomorrow or Friday at the latest. Okay?

Speaker speaker\_1: Okay. Cool.

Speaker speaker\_0: Awesome. Well, we-

Speaker speaker\_1: All right. So, look, um, one last question, and forgive this stupid question. Now, when these places ask what kind of insurance I use, I would tell them it's Benefits in a Card, right?

Speaker speaker\_0: Um, no, sir. So your medical would be through 90 Degree Benefits, and then your dental would be through American Public Life. However, all of that information will be in the email I'm sending you.

Speaker speaker\_1: Okay. All right, uh, thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Y- you too. Bye.

Speaker speaker\_0: All right. Bye-bye.