

Transcript: Justin

Mills-4580252743811072-5118226069897216

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I have misplaced my card and I need to see if I can get, uh, a copy either emailed or mailed to me. Um, yeah, I can do both. Um, what's the staffing agency you work for? Uh, Global. I'm sorry, Oxford Global. And the last four of your social? 9989. And what was your first and last name? Cori Goats. And for security purposes, could you verify your home address, including city, state and zip code, Cori? Right. Uh, 2744 Northeast Jill Avenue, Bend, Oregon 97701. And confirm your date of birth for me? 11/08/1980. And a good telephone number I have is 503-866-8376. Yep. And the email I have is cori.goats@gmail.com? Yes. Okay. Um, well here, do you mind if I place you on a brief hold while I take care of all of that for you? Yes. Of course. Awesome. I'll be right back for you, okay? Okay, thank you. You're welcome. Hello, Cori. You still there? Yeah. Awesome. Thank you so much for holding. So two things. First thing, uh, I emailed all of you- all of your ID cards to the email we have on file. Got it. Email that you should be looking at will be coming from info, that's I-N-F-O, @benefitsinacard.com. Secondly- Got it. ... I also emailed the insurance carriers as well, put in a request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Okay? Great. Thank you so much for your help. You're welcome. Is there anything else I could assist you with today? No, that is it. Thank you. You're welcome. You have a great day, okay? Yeah, you too. Bye-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: Hi, Justin. I have misplaced my card and I need to see if I can get, uh, a copy either emailed or mailed to me.

Speaker speaker_0: Um, yeah, I can do both. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Global. I'm sorry, Oxford Global.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9989.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Cori Goats.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Cori?

Speaker speaker_1: Right. Uh, 2744 Northeast Jill Avenue, Bend, Oregon 97701.

Speaker speaker_0: And confirm your date of birth for me?

Speaker speaker_1: 11/08/1980.

Speaker speaker_0: And a good telephone number I have is 503-866-8376.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is cori.goats@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, well here, do you mind if I place you on a brief hold while I take care of all of that for you?

Speaker speaker_1: Yes. Of course.

Speaker speaker_0: Awesome. I'll be right back for you, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Hello, Cori. You still there?

Speaker speaker_1: Yeah.

Speaker speaker_2: Awesome. Thank you so much for holding. So two things. First thing, uh, I emailed all of you- all of your ID cards to the email we have on file.

Speaker speaker_1: Got it.

Speaker speaker_2: Email that you should be looking at will be coming from info, that's I-N-F-O, @benefitsinacard.com. Secondly-

Speaker speaker_1: Got it.

Speaker speaker_2: ... I also emailed the insurance carriers as well, put in a request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Okay?

Speaker speaker_1: Great. Thank you so much for your help.

Speaker speaker_2: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: No, that is it. Thank you.

Speaker speaker_2: You're welcome. You have a great day, okay?

Speaker speaker_1: Yeah, you too. Bye-bye.

Speaker speaker_2: All right. Bye-bye.