

## Transcript: Justin

**Mills-4631486230872064-4573043704905728**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Uh, my name is Steven Rolling. Uh, I was... I work for ADM, and I was, uh, wondering when I would get my, uh, health card. Yeah. Let me check on that for you. Um, what's that staffing agency you work for? Uh, DSI. DSI Mm-hmm. Let's see. So focus on the last four of your Social. Uh, 58... 5930. Sorry. This is... Is that 5930? Uh, I'm gonna grab my card real quick and just double-check that. Okay. Here it is. Sorry, uh, 5830. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Steven? Uh, 400 Adams Street, Tracy, Minnesota, 56175. And your date of birth? August 9th, 2001. And a good telephone number, have us 507-626-5704? Yes. And the email, have as stevenrolling1213@gmail? Yes. Okay. Uh, now, I can possibly email the ID cards to you, just so you have 'em and then put in a request for new physical ID cards to be made out to you. Yeah. That'd be fine. Okay. Do you mind if I place you on a brief hold while I do all of that for you? Yep. That's fine. Okay. Hello. Steven, you still there? Yeah. Thank you so much for holding. So two things. First thing, I emailed you your ID cards to the email we have on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Secondly, uh, I 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 ten business days, okay? Okay. Okay. Um, well, is there anything else I could assist you with today? Nope. That should be it. Awesome. Well, you, you have a wonderful day, okay? All right. You too. Thank you. You're welcome. Bye-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. Uh, my name is Steven Rolling. Uh, I was... I work for ADM, and I was, uh, wondering when I would get my, uh, health card.

Speaker speaker\_0: Yeah. Let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker\_1: Uh, DSI.

Speaker speaker\_0: DSI

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: Let's see. So focus on the last four of your Social.

Speaker speaker\_1: Uh, 58... 5930. Sorry. This is...

Speaker speaker\_0: Is that 5930?

Speaker speaker\_1: Uh, I'm gonna grab my card real quick and just double-check that.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Here it is. Sorry, uh, 5830.

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

Speaker speaker\_1: Uh, 400 Adams Street, Tracy, Minnesota, 56175.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: August 9th, 2001.

Speaker speaker\_0: And a good telephone number, have us 507-626-5704?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email, have as stevenrolling1213@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Uh, now, I can possibly email the ID cards to you, just so you have 'em and then put in a request for new physical ID cards to be made out to you.

Speaker speaker\_1: Yeah. That'd be fine.

Speaker speaker\_0: Okay. Do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker\_1: Yep. That's fine.

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

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Thank you so much for holding. So two things. First thing, I emailed you your ID cards to the email we have on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Secondly, uh, I 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 ten business days, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, well, is there anything else I could assist you with today?

Speaker speaker\_1: Nope. That should be it.

Speaker speaker\_0: Awesome. Well, you, you have a wonderful day, okay?

Speaker speaker\_1: All right. You too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.