

## **Transcript: Justin**

**Mills-4705918881808384-5171473740906496**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. I'm calling about, um, my s- my insurance was just active on Monday. Just trying to get, uh, my policy number. Yeah. Let me check on that for you. Um, what's that staffing agency you work for? Um, Crown. Crown. And the last four of your social? 4155. And what was your first name and last name? 1882 02. Okay. And for security purposes, could you verify your home address including city, state and zip code? Yes. Um, 7450 Georgia Highway 21, Port Wentworth, um, 31407, apartment 726. And your date of birth? 10/11/96. And a good telephone number I have is 912-659-3846? Yes. And the email I have is your last name first name at gmail.com? Correct. Okay. Um, well, here. Do you mind if I place you on a brief hold while I search up the information and I'll email it to you? Yes. Okay. Hello? Are you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had 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 it in your inbox, be sure to check the spam or check the junk folder, okay? All right. So then- Okay. ... it's like a virtual card, or what? Yes, sir. It's just the email version of your physical ID card that's gonna be arriving early next week. Okay. Sounds good. Okay. And I also emailed you, eh, the FreeR- FreeRx registration email, uh, so you can gain access to your FreeRx account which gives out free or discounted prescription coverage. Um, now there are directions in the email to gain access to the account. Just follow the directions in, in the email and you should be able to gain access to that account, okay? Okay. Thank you. You're welcome. Is there anything else I could assist you with today? No, sir. That's everything. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Thank you. Bye-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: Yes. I'm calling about, um, my s- my insurance was just active on Monday. Just trying to get, uh, my policy number.

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

Speaker speaker\_1: Um, Crown.

Speaker speaker\_0: Crown. And the last four of your social?

Speaker speaker\_1: 4155.

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

Speaker speaker\_1: 1882 02.

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

Speaker speaker\_1: Yes. Um, 7450 Georgia Highway 21, Port Wentworth, um, 31407, apartment 726.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 10/11/96.

Speaker speaker\_0: And a good telephone number I have is 912-659-3846?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is your last name first name at gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, well, here. Do you mind if I place you on a brief hold while I search up the information and I'll email it to you?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had 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 it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker\_1: All right. So then-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... it's like a virtual card, or what?

Speaker speaker\_0: Yes, sir. It's just the email version of your physical ID card that's gonna be arriving early next week.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: Okay. And I also emailed you, eh, the FreeR- FreeRx registration email, uh, so you can gain access to your FreeRx account which gives out free or discounted prescription coverage. Um, now there are directions in the email to gain access to the account. Just follow the directions in, in the email and you should be able to gain access to that account, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: No, sir. That's everything.

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

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.