

Transcript: Justin

Mills-4711758309146624-6747263691440128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, this is Justin. Um, my name is James Brown. I work on the MAU at Mission Prime. And, uh, I was just, uh, talking to a young lady there on Saturday night. And she was saying that, uh, were y'all able to, like, send me another, uh, subscription of Benefit card? I mean, Benefit on a card? 'Cause I lost mines in the house and I cannot find it anywhere. Um, yeah. I can email the ID cards to you and then email the insurance carrier to send out physical ID cards. Uh, what's the last four of your social? 61-62. And for security purposes, could you verify your home address, including city, state and zip code? My home address is 1 Hidden River Place, Greenville, South Carolina 29605. And confirm your date of birth. 3-13-1972. And a good telephone number I have is 670-6691. Yes, sir. And the email I have is bernardbrownbb, uh, two @gmail.com. Yes, ma'am. I mean, yes, sir. I'm sorry. Okay. Well, here, do you mind if I place you on a brief hold while I take care of all of that for you? Yes, sir. Okay. Thank you. Thank you. Thank you. Thank you. Thank you. Where's my card? Thank you. Thank you. I've invested in many over time so . Hello, sir. Hello? Hello. Yes, sir. Awesome. Thank you so much for holding. So I was able to pull the ID cards. However, my email is not working right now, so I actually have to reset my computer. Um, just give me about five minutes before I send that email to you. Okay. Uh, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsonacard.com, okay? And I just, uh, reset on that? Uh, no, sir. I have to reset my email, um, because- Oh, no. Wait. ... my email's not working on my end. Uh- Oh, okay. So I'm just, so I'm just informing you that if, um, that it's gonna take me about two or three minutes once I, we get off the call before you receive the ID cards, because I have to reset my computer. Oh, okay. And I was actually getting the actual physical cards, uh, in about few, uh, couple of weeks? Yes, sir. So I'll go ahead and put in that request once, um, my email's back working again. Um, email, um, you should receive those physical ID cards within seven to ten business days, because that's

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, this is Justin. Um, my name is James Brown. I work on the MAU at Mission Prime. And, uh, I was just, uh, talking to a young lady there on Saturday night. And

she was saying that, uh, were y'all able to, like, send me another, uh, subscription of Benefit card? I mean, Benefit on a card? 'Cause I lost mines in the house and I cannot find it anywhere.

Speaker speaker_1: Um, yeah. I can email the ID cards to you and then email the insurance carrier to send out physical ID cards. Uh, what's the last four of your social?

Speaker speaker_2: 61-62.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: My home address is 1 Hidden River Place, Greenville, South Carolina 29605.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 3-13-1972.

Speaker speaker_1: And a good telephone number I have is 670-6691.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is bernardbrownbb, uh, two @gmail.com.

Speaker speaker_2: Yes, ma'am. I mean, yes, sir. I'm sorry.

Speaker speaker_1: Okay. 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_2: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_4: Thank you.

Speaker speaker_3: Thank you. Thank you. Thank you. Thank you.

Speaker speaker_2: Where's my card?

Speaker speaker_3: Thank you. Thank you.

Speaker speaker_2: I've invested in many over time so .

Speaker speaker_5: Hello, sir.

Speaker speaker_2: Hello? Hello. Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So I was able to pull the ID cards. However, my email is not working right now, so I actually have to reset my computer. Um, just give me about five minutes before I send that email to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsonacard.com, okay?

Speaker speaker_2: And I just, uh, reset on that?

Speaker speaker_1: Uh, no, sir. I have to reset my email, um, because-

Speaker speaker_2: Oh, no. Wait.

Speaker speaker_1: ... my email's not working on my end. Uh-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So I'm just, so I'm just informing you that if, um, that it's gonna take me about two or three minutes once I, we get off the call before you receive the ID cards, because I have to reset my computer.

Speaker speaker_2: Oh, okay. And I was actually getting the actual physical cards, uh, in about few, uh, couple of weeks?

Speaker speaker_1: Yes, sir. So I'll go ahead and put in that request once, um, my email's back working again. Um, email, um, you should receive those physical ID cards within seven to ten business days, because that's