

Transcript: Justin

Mills-4725234771476480-4904901843402752

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card, this is Justin. How can I help you today? Yeah, my name is Abram Brown. And I would like to know have y'all sent my, um, I guess card or information that I needed. I had did open enrollment but I haven't received anything. Um, yeah, let me check on that. What's the staffing agency you work for? Wagner in Macon, Georgia. You got- And the last four of your Social? 8729. And for security purposes, can you verify your home address, including city, state and zip code, Aaron? 395 Beland Drive, Fort Valley, Georgia 31030. Can you confirm your date of birth? October 31st, 1963. And a good telephone number I have is 478-955-2388. Correct. And the email I have is albrown449@gmail? Yeah. Okay, so looking at the calendar, it looks like you became active in the dental, vision, and the MEC standalone as of this past Monday, the 13th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I email that information to you? No, I don't mind. Okay, I'll be right back for you, okay? All right. Okay. Hello Aaron, you still there? Yes. Awesome, thank you so much for holding. So when it, uh... So I was able to pull up your medical and your vision ID card. However, when it came to your dental ID card, that one hasn't been generated online just yet. So I actually have to email my back office, have them do a manual update for you, um. But I went ahead and emailed the, uh, vision and medical ID cards just so you have 'em. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. So will I receive anything in the mail, or I just go by the, uh, email? Um, yes sir. You'll still be receiving physical ID cards within the next few days or early next week since you became active and it covered just past Monday the 13th. Um, but regarding that dental ID card, uh, let me email my back office, have them do a manual update to the insurance carrier. And then once I do receive word back from my back office, I'll give you a call back regarding a policy number or the ID card. Okay then, I appreciate it. You're welcome. Is there anything else I can help you out with today? No, that's it. Thanks. You're welcome. You have a great day, okay? You too. Thanks. All right, bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card, this is Justin. How can I help you today?

Speaker speaker_2: Yeah, my name is Abram Brown. And I would like to know have y'all sent my, um, I guess card or information that I needed. I had did open enrollment but I haven't received anything.

Speaker speaker_1: Um, yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: Wagner in Macon, Georgia.

Speaker speaker_1: You got- And the last four of your Social?

Speaker speaker_2: 8729.

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

Speaker speaker_2: 395 Beland Drive, Fort Valley, Georgia 31030.

Speaker speaker_1: Can you confirm your date of birth?

Speaker speaker_2: October 31st, 1963.

Speaker speaker_1: And a good telephone number I have is 478-955-2388.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is albrown449@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so looking at the calendar, it looks like you became active in the dental, vision, and the MEC standalone as of this past Monday, the 13th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_2: No, I don't mind.

Speaker speaker_1: Okay, I'll be right back for you, okay?

Speaker speaker_2: All right.

Speaker speaker_1: Okay. Hello Aaron, you still there?

Speaker speaker_3: Yes.

Speaker speaker_1: Awesome, thank you so much for holding. So when it, uh... So I was able to pull up your medical and your vision ID card. However, when it came to your dental ID card, that one hasn't been generated online just yet. So I actually have to email my back office, have them do a manual update for you, um. But I went ahead and emailed the, uh, vision and medical ID cards just so you have 'em. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_3: Okay. So will I receive anything in the mail, or I just go by the, uh, email?

Speaker speaker_1: Um, yes sir. You'll still be receiving physical ID cards within the next few days or early next week since you became active and it covered just past Monday the 13th. Um, but regarding that dental ID card, uh, let me email my back office, have them do a manual update to the insurance carrier. And then once I do receive word back from my back office, I'll give you a call back regarding a policy number or the ID card.

Speaker speaker_3: Okay then, I appreciate it.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_3: No, that's it. Thanks.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_3: You too. Thanks. All right, bye.

Speaker speaker_1: Thank you. Bye-bye.