

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, I've applied for some insurance, but I don't know how it works. I mean, I got three other different cards show up, but I need, like, something where I can go to the doctor. Yeah. Let me check on that for you. What's that staffing agency you work for? Uh, HG. And the last four of your social? 3339. And what was your first and last name? Dennis Halk. And for security purposes, can you verify your home address, including city, state and zip code, Dennis? Uh, 3833 Highway, Tennessee, uh, 37030, I think. Something like that. And your date of birth? 4-6-79. And a good telephone number have a 740-648-7544? Yeah. And the email I have is your first and last name at gmail.com? Yep. Okay. Um, list out the cards that you have in front of you. I know I have the Vision and the Rx. So that's all... That's all I got. That one's dental, I think. Okay. So you got a free Rx card, a dental and your vision. Is that correct? I didn't get a card. I just got it online. Okay. Um, so what I'll go ahead and do, I'll email the medical ID card to you, just so you have it, and then put in a request for a new physical one to be mailed out to you. Um, do you mind if I place you in a brief hold while I do all of that for you? Why's that? Because they never even sent me a card for the medical or whatever. Okay. Um, so I'll go ahead and put in a request for a physical one to be mailed out to you again. Okay? All right. Hello, Dennis. You still there? Yep. Awesome. Thank you so much for holding. So two things. Uh, first thing, I emailed you your medical ID cards, the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Secondly, I emailed the insurance carrier as well, put in a request for a new physical medical ID card to be mailed out to you. So you should receive that one in seven to 10 business days. Okay. All right. Appreciate that. You're welcome. Is there anything else I could assist you with today? Uh, that's it. Awesome. All right. You have a wonderful day. Okay? All right. You too. 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: Yeah, I've applied for some insurance, but I don't know how it works. I mean, I got three other different cards show up, but I need, like, something where I can go to the doctor.

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

Speaker speaker\_1: Uh, HG.

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

Speaker speaker\_1: 3339.

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

Speaker speaker\_1: Dennis Halk.

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

Speaker speaker\_1: Uh, 3833 Highway, Tennessee, uh, 37030, I think. Something like that.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 4-6-79.

Speaker speaker\_0: And a good telephone number have a 740-648-7544?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Um, list out the cards that you have in front of you.

Speaker speaker\_1: I know I have the Vision and the Rx. So that's all... That's all I got. That one's dental, I think.

Speaker speaker\_0: Okay. So you got a free Rx card, a dental and your vision. Is that correct?

Speaker speaker\_1: I didn't get a card. I just got it online.

Speaker speaker\_0: Okay. Um, so what I'll go ahead and do, I'll email the medical ID card to you, just so you have it, and then put in a request for a new physical one to be mailed out to you. Um, do you mind if I place you in a brief hold while I do all of that for you?

Speaker speaker\_1: Why's that? Because they never even sent me a card for the medical or whatever.

Speaker speaker\_0: Okay. Um, so I'll go ahead and put in a request for a physical one to be mailed out to you again. Okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: Hello, Dennis. You still there?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Awesome. Thank you so much for holding. So two things. Uh, first thing, I emailed you your medical ID cards, the email we have on file. Email that you should be

looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Secondly, I emailed the insurance carrier as well, put in a request for a new physical medical ID card to be mailed out to you. So you should receive that one in seven to 10 business days.

Speaker speaker\_1: Okay. All right. Appreciate that.

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

Speaker speaker\_1: Uh, that's it.

Speaker speaker\_0: Awesome.

Speaker speaker\_1: All right.

Speaker speaker\_0: You have a wonderful day. Okay?

Speaker speaker\_1: All right. You too. Bye.

Speaker speaker\_0: Bye-bye.