

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes, I was calling because I was auto-enrolled in, into, into benefits from my job. And I was calling because I don't see no card, like, saying that I have insurance. Um, yeah, let me check on that for you. What's that staffing agency you work for? Sturges Staffing. And the last four of your social? 3829. And your first and last name? Quina Jones. And for security purposes, can you verify your home address, including city, state and zip code, Quina? Um, 300 Regency Road, Spartanburg, South Carolina, 29307. And your date of birth? September 25th, 2000. And a good telephone number has 494-5961? Yes. And the email has this quinaj3708@gmail? Yes. Okay, so checking the file looks like you became active in the coverage as of today, the 3rd. So, you should be receiving your physical ID card early next week. Oh. However, if you did call back tomorrow, or Thursday or Friday, we can email the ID card to you just so you have it. Because I'm, I'm actually at a pharmacy right now, and they was asking me if I had insurance, but would I have to wait until my card come in to show them proof? Uh, you would at least have to wait... Well, you can have them call us at Benefits and a Card. We can provide eligibility. It's just we're waiting on the insurance carrier to generate policy numbers for you since you just became active as of today. Okay. Um, well, that's fine. Okay, thank you. You're welcome. Is there anything else I could assist you with today? Um, no, that's it. Awesome. Well, you have a wonderful day, okay? All right. You too. Bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes, I was calling because I was auto-enrolled in, into, into benefits from my job. And I was calling because I don't see no card, like, saying that I have insurance.

Speaker speaker_0: Um, yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Sturges Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 3829.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Quina Jones.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Quina?

Speaker speaker_1: Um, 300 Regency Road, Spartanburg, South Carolina, 29307.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: September 25th, 2000.

Speaker speaker_0: And a good telephone number has 494-5961?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has this quinaj3708@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so checking the file looks like you became active in the coverage as of today, the 3rd. So, you should be receiving your physical ID card early next week.

Speaker speaker_1: Oh.

Speaker speaker_0: However, if you did call back tomorrow, or Thursday or Friday, we can email the ID card to you just so you have it.

Speaker speaker_1: Because I'm, I'm actually at a pharmacy right now, and they was asking me if I had insurance, but would I have to wait until my card come in to show them proof?

Speaker speaker_0: Uh, you would at least have to wait... Well, you can have them call us at Benefits and a Card. We can provide eligibility. It's just we're waiting on the insurance carrier to generate policy numbers for you since you just became active as of today.

Speaker speaker_1: Okay. Um, well, that's fine. Okay, thank you.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: Um, no, that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. You too. Bye.

Speaker speaker_0: All right. Bye-bye.