

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? How are you doing, Justin? This is Jakai. I was calling to, to verify to see if I had any insurance, or did I apply for any insurance? I, I can't remember. Yeah, let me check on that. What's that staffing agency you work for? I work for, um... Dang, my arm don't even lie. Who do I work for? Hm? Who do I work for? OnTrack. OnTrack. And the last four of your social? 24441. And what was your first and last name again? I'm sorry. Dude, dude, dude, come on. No, he didn't say it. It's okay. Oh. Oh, hold on. Um, you say, say again, please, man? Your first and last name again? Jakai Jones. First name J-A-K-A-I, last name J-O-N-E-S. Okay. And for security purposes, can you verify the home address, including city, state and zip code? Hm. Dang. I don't know which one I put. Let me give you a couple options 'cause I really don't know which one I put. Is it, is it, is it, um, 892229 Bev Road, is it? It has the six there. No, sir. Okay. Is it, is it, um... What's out there? Is it 1924 Park Lake Boulevard? No, sir. Confirm your full social for me. Um, 426-85-2441. So the address we have on file is 2905 L. Don Johnson Road in Belair, Texas. Okay. Yeah, yeah, yeah. Yeah, yeah. L. Don Johnson Road. Yeah, I know. That's my, that's my last apartment. Okay, and confirm your date of birth. Can I, can I update my... Can I update it? Yeah. Um, what's the new address for you? Um... Hmm. Give me one second. Let me pull it up. I just moved. Yes, pick it up. It's, um, 1365... Soto Grande. Soto Grande. S-O-T-O G-R-A-N-D-E Boulevard, Euless, Texas 76040. 76041. And confirm your date of birth. July 29th, 1998. 07-29-1998. And a good telephone number has a 682-372-3220. I'll tell you my number. Can you type that as well? Yeah. A good telephone number for you? 601-850-1830. And just to confirm, 601-850-1830? Mm-hmm. And the email address is jakaijones1 at gmail? Yeah, that's the same thing. Okay. Um, so looking at the file, it looks like you're currently enrolled into dental and vision for employee only. Were you needing, like, ID cards or something? Yes, I do. And also, could you email me my dental one if, if, if possible? Yeah, I can email both of the ID cards for you. Do you mind if I place you on a brief hold while I do that? Most definitely you can. Okay. You're good. Talk. I'm like, where is that? I'm gonna pull up and call people up, man. Like, where the hell is this? Yeah. Like it's a hospital. Yeah, just call the hospital. Hello? Hey. What up? Hey, man. What's happening? Hey, what's up, man? Hey, man. Talk to you. Oh, hey. Awesome, thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Um, email that you- Okay. ... should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com However, if you don't see- Okay. ... them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Well, is there anything else I can help you out with today? Uh-uh, I have. Appreciate you. You're welcome. You have a great day, okay? You do the same. 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 Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: How are you doing, Justin? This is Jakai. I was calling to, to verify to see if I had any insurance, or did I apply for any insurance? I, I can't remember.

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

Speaker speaker_2: I work for, um... Dang, my arm don't even lie. Who do I work for?

Speaker speaker_3: Hm?

Speaker speaker_2: Who do I work for?

Speaker speaker_3: OnTrack.

Speaker speaker_2: OnTrack.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 24441.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Dude, dude, dude, come on.

Speaker speaker_3: No, he didn't say it.

Speaker speaker_2: It's okay.

Speaker speaker_3: Oh.

Speaker speaker_2: Oh, hold on. Um, you say, say again, please, man?

Speaker speaker_1: Your first and last name again?

Speaker speaker_2: Jakai Jones. First name J-A-K-A-I, last name J-O-N-E-S.

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

Speaker speaker_2: Hm. Dang. I don't know which one I put. Let me give you a couple options 'cause I really don't know which one I put. Is it, is it, is it, um, 892229 Bev Road, is it? It has the six there.

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay. Is it, is it, um... What's out there? Is it 1924 Park Lake Boulevard?

Speaker speaker_1: No, sir. Confirm your full social for me.

Speaker speaker_2: Um, 426-85-2441.

Speaker speaker_1: So the address we have on file is 2905 L. Don Johnson Road in Bélair, Texas.

Speaker speaker_2: Okay. Yeah, yeah, yeah. Yeah, yeah. L. Don Johnson Road. Yeah, I know. That's my, that's my last apartment.

Speaker speaker_1: Okay, and confirm your date of birth.

Speaker speaker_2: Can I, can I update my... Can I update it?

Speaker speaker_1: Yeah. Um, what's the new address for you?

Speaker speaker_2: Um... Hmm. Give me one second. Let me pull it up. I just moved.

Speaker speaker_3: Yes, pick it up.

Speaker speaker_2: It's, um, 1365...

Speaker speaker_3: Soto Grande.

Speaker speaker_2: Soto Grande. S-O-T-O G-R-A-N-D-E Boulevard, Euless, Texas 76040.

Speaker speaker_1: 76041. And confirm your date of birth.

Speaker speaker_2: July 29th, 1998. 07-29-1998.

Speaker speaker_1: And a good telephone number has a 682-372-3220.

Speaker speaker_2: I'll tell you my number. Can you type that as well?

Speaker speaker_1: Yeah. A good telephone number for you?

Speaker speaker_2: 601-850-1830.

Speaker speaker_1: And just to confirm, 601-850-1830?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the email address is jakaijones1 at gmail?

Speaker speaker_2: Yeah, that's the same thing.

Speaker speaker_1: Okay. Um, so looking at the file, it looks like you're currently enrolled into dental and vision for employee only. Were you needing, like, ID cards or something?

Speaker speaker_2: Yes, I do. And also, could you email me my dental one if, if, if possible?

Speaker speaker_1: Yeah, I can email both of the ID cards for you. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: Most definitely you can.

Speaker speaker_1: Okay.

Speaker speaker_3: You're good. Talk.

Speaker speaker_2: I'm like, where is that? I'm gonna pull up and call people up, man. Like, where the hell is this?

Speaker speaker_4: Yeah. Like it's a hospital.

Speaker speaker_3: Yeah, just call the hospital. Hello? Hey. What up? Hey, man. What's happening? Hey, what's up, man? Hey, man. Talk to you. Oh, hey.

Speaker speaker_1: Awesome, thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Um, email that you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com However, if you don't see-

Speaker speaker_2: Okay.

Speaker speaker_1: ... them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_2: Uh-uh, I have. Appreciate you.

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

Speaker speaker_2: You do the same.

Speaker speaker_1: Thank you. Bye-bye.