

Transcript: Justin

Mills-4775543975755776-4777491273662464

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hi, Justin. How are you? Doing pretty well, and yourself? Yeah, I'm doing good. Uh, just following up about the insurance card. I haven't received it in my address. Um, it was shipped on January 6th, but I haven't received anything. I wanted to hear from that. Yeah. Let me check on that for you. What's the staffing agency you work for? Uh, Oxon Fort Global. And the last four of your Social? 2837. And what was your first and last name? Abubaker Ignoss. Okay. And for security purposes, could you verify your home address, including city, state and zip code? It's 11017 Four Points Drive, Austin, Texas 78726. The apartment number is 4301. And confirm your date of birth? It's January 10th, 1981. And a good telephone number I have is 512-987-4881? Correct. And the email I have is abubkr222 at Gmail? Yes. Okay, so let's see here. So yes, sir, you did become active as of January 6th. Uh, physical ID cards usually arrive within seven to ten business days, so if anything, you should've received them late last week. Uh, um, so what I can go ahead and do right now, um, I'll email you the ID cards just so you have them, um, and then I'll put in a request with the insurance carrier to resend the ID cards, just to be on the safe side. Yes, please. Yeah. Yes, please. Okay. Because I haven't received anything. Totally understand. Um, but do you mind if I place you in a brief hold while I take care of all that for you? All right, check the time. Okay, I'll be right back for you, okay? Okay. Okay. Hello, are you still there? Yes, I'm here. Awesome, thank you so much for holding. So two things. First thing, I emailed the ID cards to the email we had on file. Email that you should be looking out for- Yeah. ... will be coming from info, that's I-N-F-O, @benefitsandcard.com. All right. Okay? Okay. Um, secondly, I emailed the insurance carrier as well, put in a request for new physical ID cards to be met out to you, so you should receive those within seven to ten business days. Okay? Okay. Sounds good. Awesome. Is there anything- Sounds good. ... else I could help you out with today? Good. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-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 Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. How are you?

Speaker speaker_1: Doing pretty well, and yourself?

Speaker speaker_2: Yeah, I'm doing good. Uh, just following up about the insurance card. I haven't received it in my address. Um, it was shipped on January 6th, but I haven't received anything. I wanted to hear from that.

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

Speaker speaker_2: Uh, Oxon Fort Global.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2837.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Abubaker Ignoss.

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

Speaker speaker_2: It's 11017 Four Points Drive, Austin, Texas 78726. The apartment number is 4301.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: It's January 10th, 1981.

Speaker speaker_1: And a good telephone number I have is 512-987-4881?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is abubkr222 at Gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So yes, sir, you did become active as of January 6th. Uh, physical ID cards usually arrive within seven to ten business days, so if anything, you should've received them late last week. Uh, um, so what I can go ahead and do right now, um, I'll email you the ID cards just so you have them, um, and then I'll put in a request with the insurance carrier to resend the ID cards, just to be on the safe side.

Speaker speaker_2: Yes, please. Yeah. Yes, please.

Speaker speaker_1: Okay.

Speaker speaker_2: Because I haven't received anything.

Speaker speaker_1: Totally understand. Um, but do you mind if I place you in a brief hold while I take care of all that for you?

Speaker speaker_2: All right, check the time.

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

Speaker speaker_2: Okay.

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

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: Awesome, thank you so much for holding. So two things. First thing, I emailed the ID cards to the email we had on file. Email that you should be looking out for-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... will be coming from info, that's I-N-F-O, @benefitsandcard.com.

Speaker speaker_2: All right.

Speaker speaker_1: Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, secondly, I emailed the insurance carrier as well, put in a request for new physical ID cards to be met out to you, so you should receive those within seven to ten business days. Okay?

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: Awesome. Is there anything-

Speaker speaker_2: Sounds good.

Speaker speaker_1: ... else I could help you out with today?

Speaker speaker_2: Good. Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.