

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. Um, I, uh, have new insurance with you, and I'm just wondering how I get my card. Yeah, let me check on that with... for you. Uh, what's the staffing agency you work for? Uh, Noor Staffing. N-O-O-R. And the last four of your social? Uh, 0288. And what was your first and last name? Sharon Liu. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Sharon? Mm-hmm. 108 Lincoln Street, Jersey City, New Jersey 07307. And your date of birth? July 7, 1969. And a good telephone number I have is 201-841-5785? Correct. And the email I have is sharonauerbachliu@gmail? Yeah. Okay. Um, so I can actually email you your ID card just so you have it, and then put in a new request for a physical ID card to be mailed out to you. Mm-hmm. Um, do you mind if I place you in a brief hold while I do that? That's fine. Okay, I'll be right back for you, okay? Mm-hmm. Okay. Hello, Sharon. You still there? Yes. Awesome. Thank you so much for holding. So, I actually have to email my back office to have them send an ani- Mm-hmm. ... manual update to the insurance carrier, 'cause looks like the ID card hasn't been on the website just yet, so I'm unable to download it. Um, so let me reach out to my back office, have them send a manual update to the insurance carrier. And then once I do receive word back, I can give you a call back letting you know I've sent your ID card to you. Okay. Okay, that's it. Uh, do you think I'll hear back from you today? Um, now, I don't know my back office schedule, but I'll go ahead and expedite this, um, so- Okay. ... if you do hear back from me, I'll leave a voicemail if you're unable to, to hear back from me. Okay. Okay. Um, but is there anything else I could assist you with today until I receive word back from my back office? Um, are you able just to email me, like, a, like, just a quick summary of what we just talked about? Uh- Just a quick, like, uh, um, um... No? What, what was that again? I'm sorry. Just to email me, like, what you're telling me you're gonna do. Um, now, we really don't send that information out, um- Oh, okay. But I can, I mean, I can email you a copy of a benefit guide. Um, I do know that we do keep a- That sounds okay. ... note history, so I will notate- Oh, okay. ... everything that we did discuss on your file. So, whenever you do call back- Okay. ... the next rep will know. Um, but like I said, once I do get word back- Oh, okay. ... I will be the one making that outbound call to you, okay? I see. Thank you so much. What's your name again? My name is Justin. Justin, thanks very much for your help. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Um, I, uh, have new insurance with you, and I'm just wondering how I get my card.

Speaker speaker_0: Yeah, let me check on that with... for you. Uh, what's the staffing agency you work for?

Speaker speaker_1: Uh, Noor Staffing. N-O-O-R.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 0288.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Sharon Liu.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Sharon?

Speaker speaker_1: Mm-hmm. 108 Lincoln Street, Jersey City, New Jersey 07307.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: July 7, 1969.

Speaker speaker_0: And a good telephone number I have is 201-841-5785?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is sharonauerbachliu@gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so I can actually email you your ID card just so you have it, and then put in a new request for a physical ID card to be mailed out to you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, do you mind if I place you in a brief hold while I do that?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay, I'll be right back for you, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Hello, Sharon. You still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I actually have to email my back office to have them send an ani-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... manual update to the insurance carrier, 'cause looks like the ID card hasn't been on the website just yet, so I'm unable to download it. Um, so let me reach out to my back office, have them send a manual update to the insurance carrier. And then once I do receive word back, I can give you a call back letting you know I've sent your ID card to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, that's it.

Speaker speaker_1: Uh, do you think I'll hear back from you today?

Speaker speaker_0: Um, now, I don't know my back office schedule, but I'll go ahead and expedite this, um, so-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you do hear back from me, I'll leave a voicemail if you're unable to, to hear back from me.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but is there anything else I could assist you with today until I receive word back from my back office?

Speaker speaker_1: Um, are you able just to email me, like, a, like, just a quick summary of what we just talked about?

Speaker speaker_0: Uh-

Speaker speaker_1: Just a quick, like, uh, um, um... No?

Speaker speaker_0: What, what was that again? I'm sorry.

Speaker speaker_1: Just to email me, like, what you're telling me you're gonna do.

Speaker speaker_0: Um, now, we really don't send that information out, um-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But I can, I mean, I can email you a copy of a benefit guide. Um, I do know that we do keep a-

Speaker speaker_1: That sounds okay.

Speaker speaker_0: ... note history, so I will notate-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... everything that we did discuss on your file. So, whenever you do call back-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the next rep will know. Um, but like I said, once I do get word back-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... I will be the one making that outbound call to you, okay?

Speaker speaker_1: I see. Thank you so much. What's your name again?

Speaker speaker_0: My name is Justin.

Speaker speaker_1: Justin, thanks very much for your help.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.