

Transcript: Justin

Mills-4811989192753152-5785970536300544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling BenefitsNet Card. This is Justin. How can I help you today? Hey. This is Andrea Jones, and I'm calling, um, I'm just new with y'all getting insurance and I haven't received my card yet. And I was actually needing to go to the doctor this Thursday and I was needing to maybe see if you could email it to me, with my members number? Yeah. Let me check on that. What's the staffing agency you work for? Okay. It's, um, MAU. And the last four of your social? 9511. And what was your first and last name again? Andrea Jones. Andrea Jones. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Andrea? Yes. 13 Scott Street. That's in Toccoa, Georgia 30577. And confirm your date of birth. 01/23/81. And a good telephone number have as 706-912-3225. Um, actually can I get that updated? Yeah. What's a good telephone number for you? Okay. It's, um, 706-491-8203. And just to confirm, 706-491-8203? That's correct. And the email I have is D-R-E-A-L-Y-N-N Jones at Gmail? That's correct. All right. So let's see here. Um, well here, do you mind if I place you on a brief hold while I email you your ID cards? Oh, yes, that's fine. Thank you. You're welcome. Hello, are you still there? Yes, I am. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file, or... Yeah, the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Sounds good. Awesome. Well, is there anything else I can help you with today? That'd be it. Thank you so much. You're welcome. You have a great day, okay? You too. Bye bye. All right. 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 BenefitsNet Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. This is Andrea Jones, and I'm calling, um, I'm just new with y'all getting insurance and I haven't received my card yet. And I was actually needing to go to the doctor this Thursday and I was needing to maybe see if you could email it to me, with my members number?

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

Speaker speaker_2: Okay. It's, um, MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 9511.

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

Speaker speaker_2: Andrea Jones.

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

Speaker speaker_2: Yes. 13 Scott Street. That's in Toccoa, Georgia 30577.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 01/23/'81.

Speaker speaker_1: And a good telephone number have as 706-912-3225.

Speaker speaker_2: Um, actually can I get that updated?

Speaker speaker_1: Yeah. What's a good telephone number for you?

Speaker speaker_2: Okay. It's, um, 706-491-8203.

Speaker speaker_1: And just to confirm, 706-491-8203?

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is D-R-E-A-L-Y-N-N Jones at Gmail?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. So let's see here. Um, well here, do you mind if I place you on a brief hold while I email you your ID cards?

Speaker speaker_2: Oh, yes, that's fine. Thank you.

Speaker speaker_1: You're welcome. Hello, are you still there?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file, or... Yeah, the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: Okay. Sounds good.

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

Speaker speaker_2: That'd be it. Thank you so much.

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

Speaker speaker_2: You too. Bye bye.

Speaker speaker_1: All right. Bye bye.