

Transcript: Justin

Mills-4859808389840896-5081431789322240

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? Uh, how you doing, Justin? My name is Christopher Deese. Um, I was trying to get my policy number for my, uh, dentist appointment today. Yeah. Let me check on that for you. What's the staffing agency you work for? Uh, Integrity First. ITS. And the last four of your Social? 1213. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Christopher? Uh, it's 101 Kegger Street, Apartment One, Jolly, Illinois 6044... I mean, 60435. Or you can find it at the PO Box 1913, Collinwood, Illinois 60440. It has a PO box on file. And your date of birth? It's 5/4/91. And a good telephone number have as 773-7123-969? Yep. Your email has as positivesolution101@gmail? Yep. Okay. So let's see here. So checking the calendar, it looks like you became active in the coverage as of this past Monday, the 23rd. So you should be receiving your physical ID card early next week. However, do you mind if I place you on a brief hold while I search up that information? I'll email it to you real quick. Okay. Yeah. 'Cause I... Yeah. Okay. Yeah. 'Cause I, I so need it for my dentist's appointment. Okay. That's fine. I can be on hold. Okay. I'll be right back with you. Okay? All right. Okay. Hello, Christopher. You still there? Yeah. I'm here. Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to 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, @benefitsinacard.com. Okay? Okay. Uh, okay. Yep. I got it right here. Thank you so much, man. You're welcome. Is there anything else I could help you out with today? Uh, no, that's good. That's everything. Awesome. Thank you. Well, you have a wonderful day, okay? All right. You too. Thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, how you doing, Justin? My name is Christopher Deese. Um, I was trying to get my policy number for my, uh, dentist appointment today.

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

Speaker speaker_2: Uh, Integrity First. ITS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1213.

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

Speaker speaker_2: Uh, it's 101 Kegger Street, Apartment One, Jolly, Illinois 6044... I mean, 60435. Or you can find it at the PO Box 1913, Collinwood, Illinois 60440.

Speaker speaker_1: It has a PO box on file. And your date of birth?

Speaker speaker_2: It's 5/4/91.

Speaker speaker_1: And a good telephone number have as 773-7123-969?

Speaker speaker_2: Yep.

Speaker speaker_1: Your email has as positivesolution101@gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So let's see here. So checking the calendar, it looks like you became active in the coverage as of this past Monday, the 23rd. So you should be receiving your physical ID card early next week. However, do you mind if I place you on a brief hold while I search up that information? I'll email it to you real quick.

Speaker speaker_2: Okay. Yeah. 'Cause I... Yeah. Okay. Yeah. 'Cause I, I so need it for my dentist's appointment. Okay. That's fine. I can be on hold.

Speaker speaker_1: Okay. I'll be right back with you. Okay?

Speaker speaker_2: All right.

Speaker speaker_1: Okay. Hello, Christopher. You still there?

Speaker speaker_2: Yeah. I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to 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, @benefitsinacard.com. Okay?

Speaker speaker_2: Okay. Uh, okay. Yep. I got it right here. Thank you so much, man.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: Uh, no, that's good. That's everything.

Speaker speaker_1: Awesome.

Speaker speaker_2: Thank you.

Speaker speaker_1: Well, you have a wonderful day, okay?

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.