

Transcript: Justin

Mills-4867910120161280-6587685657559040

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, I was calling to see if, um, if currently I'm enrolled in what . I want to see what benefits I'm currently enrolled in. And I, I was trying to see also, 'cause I only got a vision card for MetLife. I was trying to see if this is also, like, my dental and other et cetera cards, 'cause I'm pretty sure I set up for dental, vision and, um, health insurance through you guys. Yeah, let me check on that for you. What's the staffing agency you work for? Um, it's BGSS. And the last four of your Social? 8517. And what was your first name, last name? It's Imani Frierson. Frierson, okay. And for security purposes, could you verify your home address, including city, state and zip code, Imani? It's 3356 Brandenburg Boulevard, um, 46239 Indianapolis, Indiana. And your date of birth? 10-31-1996. And a good telephone number to have is 317-450-4549. Yes. And the email, I have, is imani.frierson@yahoo? Yes. Okay, so let's see here. So looking at the file, you do have medical, the VIP Standard, which does cover hospitals, doctors and medications. Vision, dental, disability and term life, which is the life insurance. However, checking the calendar, you did become active as of March 10th, um, so you should be receiving your medical and dental ID card within the next couple of days. Um, but do you mind if I place you on a brief hold while I search up that information, and I can just email it to you, just so you have it? Yeah, please. Okay, I'll be right back for you, okay? Okay. Okay. Hello, Imani, are you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your medical and 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. Okay, um, if you don't see that- And then, um... Yes? I was just wondering, um, never mind. I see, like, um, my, I see a packet here that I can look up and just see, like, what, uh, physicians are good to use in-office, and what's covered and et cetera. Um, correct. Now, there are telephone numbers in the email as well. When you do call... Like- Sorry. Like this one. I, I'm listening. Go ahead. Um, I stated that, um, you could, um... Uh, let me, in the email, there are telephone numbers in the email as well, uh, so when you do call them, you can, uh, have, just provide them, those, with your zip code, and they can provide the providers list to you. Okay. All right, thank you. You're welcome. You have a great day, okay? You too, thank you. You're welcome, bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Um, I was calling to see if, um, if currently I'm enrolled in what . I want to see what benefits I'm currently enrolled in. And I, I was trying to see also, 'cause I only got a vision card for MetLife. I was trying to see if this is also, like, my dental and other et cetera cards, 'cause I'm pretty sure I set up for dental, vision and, um, health insurance through you guys.

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

Speaker speaker_1: Um, it's BGSS.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 8517.

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

Speaker speaker_1: It's Imani Frierson.

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

Speaker speaker_1: It's 3356 Brandenburg Boulevard, um, 46239 Indianapolis, Indiana.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 10-31-1996.

Speaker speaker_0: And a good telephone number to have is 317-450-4549.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email, I have, is imani.frierson@yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So looking at the file, you do have medical, the VIP Standard, which does cover hospitals, doctors and medications. Vision, dental, disability and term life, which is the life insurance. However, checking the calendar, you did become active as of March 10th, um, so you should be receiving your medical and dental ID card within the next couple of days. Um, but do you mind if I place you on a brief hold while I search up that information, and I can just email it to you, just so you have it?

Speaker speaker_1: Yeah, please.

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

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Hello, Imani, are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your medical and 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_1: Okay.

Speaker speaker_0: Okay, um, if you don't see that-

Speaker speaker_1: And then, um...

Speaker speaker_0: Yes?

Speaker speaker_1: I was just wondering, um, never mind. I see, like, um, my, I see a packet here that I can look up and just see, like, what, uh, physicians are good to use in-office, and what's covered and et cetera.

Speaker speaker_0: Um, correct. Now, there are telephone numbers in the email as well. When you do call... Like-

Speaker speaker_1: Sorry.

Speaker speaker_0: Like this one.

Speaker speaker_1: I, I'm listening. Go ahead.

Speaker speaker_0: Um, I stated that, um, you could, um... Uh, let me, in the email, there are telephone numbers in the email as well, uh, so when you do call them, you can, uh, have, just provide them, those, with your zip code, and they can provide the providers list to you.

Speaker speaker_1: Okay. All right, thank you.

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

Speaker speaker_1: You too, thank you.

Speaker speaker_0: You're welcome, bye-bye.

Speaker speaker_1: Bye-bye.