

Transcript: Justin

Mills-4872037023793152-5358670575747072

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes. So my name is Steven Held, and, uh, I work for Crown Staffing and got the money cut out of my check. I'd like to find out where... If the insurance card's on its way. Yeah, let me check on that. What's that? So Crown Services you said? Yes. What's the last four of your Social? 7002. And for security purposes, can you verify your home address, including city, state and ZIP code, Steven? Uh, 22-315 Harper Lake, St. Clair Shores, 48080. And your date of birth? November 30th, 1961. And a good telephone number have a 586-801-2439? Yes. And the email have a H... or SHeld1130 at gmail? Yes. Okay. Um, so checking the calendar, it looks like you became active in the coverage as of last Monday, the 17th. Mm-hmm. So you should be receiving your physical ID cards within the next few days. Uh-huh. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you? Yes, I'd appreciate that. Yeah. Okay. I'll be right back for you. Okay? All right. Okay. Hello, Steven. 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. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure and check your spam or check your junk folder. Okay? So I can make a copy of them and the doctor will take a copy of them if it's possible, or numbers off them and everything? Um, yes, sir. If I- So they're just p... Yes, sir. So they're just email versions of the ID cards that are still, um, on their way to you. Like I said, you should be receiving those within the next few days. Okay. Yeah, like, if I have to see a doctor, I, I have a copy of everything. Okay? Correct. All right. Thank you then. All right. You're welcome. You have a great day. Okay.

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: Uh, yes. So my name is Steven Held, and, uh, I work for Crown Staffing and got the money cut out of my check. I'd like to find out where... If the insurance card's on its way.

Speaker speaker_0: Yeah, let me check on that. What's that? So Crown Services you said?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 7002.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and ZIP code, Steven?

Speaker speaker_1: Uh, 22-315 Harper Lake, St. Clair Shores, 48080.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: November 30th, 1961.

Speaker speaker_0: And a good telephone number have a 586-801-2439?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have a H... or SHeld1130 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so checking the calendar, it looks like you became active in the coverage as of last Monday, the 17th.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you should be receiving your physical ID cards within the next few days.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: However, do you mind if I place you on a brief hold while I search up that information and I can email it to you?

Speaker speaker_1: Yes, I'd appreciate that. Yeah.

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

Speaker speaker_1: All right.

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

Speaker speaker_1: Yes, I am.

Speaker speaker_0: 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. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure and check your spam or check your junk folder. Okay?

Speaker speaker_1: So I can make a copy of them and the doctor will take a copy of them if it's possible, or numbers off them and everything?

Speaker speaker_0: Um, yes, sir.

Speaker speaker_1: If I-

Speaker speaker_0: So they're just p... Yes, sir. So they're just email versions of the ID cards that are still, um, on their way to you. Like I said, you should be receiving those within the next few days.

Speaker speaker_1: Okay. Yeah, like, if I have to see a doctor, I, I have a copy of everything. Okay?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Thank you then. All right.

Speaker speaker_0: You're welcome. You have a great day. Okay.