

## **Transcript: Justin**

**Mills-4909159771750400-5587600657563648**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, you said your name was Justin? Correct. Yes, sir. Okay. Um, hey, Justin. My name's Rayshawn Henry. I was trying to see if I can get, um, like a physical insurance card. Yeah, let me check on that for you. Um, what's that staffing agency you work for? Uh, GRC Staffing. And the last four of your social? 7690. And for security purposes, could you verify the home address, including city state and zip code, Rayshawn? Yep. It is 498 Stonemill, that's one word, Manor, Lithonia, Georgia 30058. And confirm your date of birth. It is 4/2/90. And a good telephone number I have is 404-889-5116. Correct. And the email I have is rayshawnhenry@gmail? Uh, it should be a d, rayshawndhenry@gmail. Okay, now I see. My apologies. Let's see here. No problem. Well, here, do you mind if I place you on a brief hold while I email you the ID cards just so you have them? And then I'll- Yeah. ... email the insurance carrier for them to put out for physical request for you? Okay, no problem. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, Rayshawn, you still there? Yes. Awesome. Thank you so much for holding. So two things. Uh, first thing, I emailed you your ID cards to the email we had on file. Um, email that you should be looking out for is coming from my personal work email, so justin@benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Um, secondly, I emailed the insurance carrier as well, put a, uh, put in a request for physical ID cards to be mailed out to you, so you should receive those in seven to 10 business days. Okay? Okay. Yep. Just got the email. Awesome. Well, is there anything else I can help you out with today, Rayshawn? Um, that is it. So it was weird. I did get the, the dental and the vision. It was just, um, the medical that didn't come through. On the email or physical? Card, the, so physical cards. Oh, okay. Um, so yes, I did go ahead and put in a request for all of those to be mailed out to you. Okay. So it has to be in, like, five days. No problem. All right. Thank you so much. You're welcome. You have a great day, okay? You too. All right. Bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, you said your name was Justin?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Okay. Um, hey, Justin. My name's Rayshawn Henry. I was trying to see if I can get, um, like a physical insurance card.

Speaker speaker\_1: Yeah, let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker\_2: Uh, GRC Staffing.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 7690.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city state and zip code, Rayshawn?

Speaker speaker\_2: Yep. It is 498 Stonemill, that's one word, Manor, Lithonia, Georgia 30058.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: It is 4/2/90.

Speaker speaker\_1: And a good telephone number I have is 404-889-5116.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is rayshawnhenry@gmail?

Speaker speaker\_2: Uh, it should be a d, rayshawndhenry@gmail.

Speaker speaker\_1: Okay, now I see. My apologies. Let's see here.

Speaker speaker\_2: No problem.

Speaker speaker\_1: Well, here, do you mind if I place you on a brief hold while I email you the ID cards just so you have them? And then I'll-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... email the insurance carrier for them to put out for physical request for you?

Speaker speaker\_2: Okay, no problem.

Speaker speaker\_1: Awesome. I'll be right back for you, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Hello, Rayshawn, you still there?

Speaker speaker\_4: Yes.

Speaker speaker\_3: Awesome. Thank you so much for holding. So two things. Uh, first thing, I emailed you your ID cards to the email we had on file. Um, email that you should be looking out for is coming from my personal work email, so justin@benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Um, secondly, I emailed the insurance carrier as well, put a, uh, put in a request for physical ID cards to be mailed out to you, so you should receive those in seven to 10 business days. Okay?

Speaker speaker\_4: Okay. Yep. Just got the email.

Speaker speaker\_3: Awesome. Well, is there anything else I can help you out with today, Rayshawn?

Speaker speaker\_4: Um, that is it. So it was weird. I did get the, the dental and the vision. It was just, um, the medical that didn't come through.

Speaker speaker\_3: On the email or physical?

Speaker speaker\_4: Card, the, so physical cards.

Speaker speaker\_3: Oh, okay. Um, so yes, I did go ahead and put in a request for all of those to be mailed out to you.

Speaker speaker\_4: Okay.

Speaker speaker\_3: So it has to be in, like, five days.

Speaker speaker\_4: No problem. All right. Thank you so much.

Speaker speaker\_3: You're welcome. You have a great day, okay?

Speaker speaker\_4: You too.

Speaker speaker\_3: All right. Bye-bye.

Speaker speaker\_4: Bye-bye.