

## **Transcript: Justin**

**Mills-4954852757553152-5111541754445824**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and iCard. This is Justin. How can I help you today? Good morning, Justin. Hi, my name is Judy Oscar. And I just had vision with you guys, and I wanna go to my, uh, eye doctor. What's the name of your vision? Um, what's that staffing agency you work for? ATC. Um, so I do know that their vision's through MetLife. MetLife? Yes, ma'am. So when I go to the doctor, just tell him vision with MetLife? Correct. Okay. I'll need a number or card or anything? Um, no. I could possibly email it to you. Um, what's that staffing agency or ATC... What's the last four of your Social? 6213. And what was your last name, Judy? Oscar. O-S-C-A-R. Like your bologna. And for security purposes, can you verify the home address, including city, state and zip code? 146 Roosevelt Boulevard, Jackson, Georgia, 30233. And confirm your date of birth? 08/21/64. And a good telephone number have is 470-855-8441. Yes, sir. And the email I have is oscarjudy54 at Gmail? Yes. Okay. Well, here, do you mind if I place you on a brief hold while I email you your vision ID card? Go ahead. Awesome. I'll be right back for you, okay? Okay. Hello, Judy. You still there? Yes, I am. Awesome. Thank you so much for holding. So I went ahead and emailed you your vision ID card to the email that we had on file. Um, email- Yeah. ... that you should be looking out for is coming from info, that's I-N-F-O, @benefits and- Mm-hmm. ... iCard.com, okay? Okay. Yeah. Okay. Um, but looking at the calendar, you did become active in the coverage as of yesterday, so you should be receiving- Uh-huh. ... the physical ID card early next week, okay? Okay. I did receive it. Mm-hmm. Awesome. Well, is there anything else I can help you out with today? No, you did good. Thank you. Have a blessed day. You do the same, okay? Bye-bye. Bye-bye. Bye. He is very affectionate.

### **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 iCard. This is Justin. How can I help you today?

Speaker speaker\_2: Good morning, Justin. Hi, my name is Judy Oscar. And I just had vision with you guys, and I wanna go to my, uh, eye doctor. What's the name of your vision?

Speaker speaker\_1: Um, what's that staffing agency you work for?

Speaker speaker\_2: ATC.

Speaker speaker\_1: Um, so I do know that their vision's through MetLife.

Speaker speaker\_2: MetLife?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: So when I go to the doctor, just tell him vision with MetLife?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. I'll need a number or card or anything?

Speaker speaker\_1: Um, no. I could possibly email it to you. Um, what's that staffing agency or ATC... What's the last four of your Social?

Speaker speaker\_2: 6213.

Speaker speaker\_1: And what was your last name, Judy?

Speaker speaker\_2: Oscar. O-S-C-A-R. Like your bologna.

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

Speaker speaker\_2: 146 Roosevelt Boulevard, Jackson, Georgia, 30233.

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

Speaker speaker\_2: 08/21/64.

Speaker speaker\_1: And a good telephone number have is 470-855-8441.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is oscarjudy54 at Gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Well, here, do you mind if I place you on a brief hold while I email you your vision ID card?

Speaker speaker\_2: Go ahead.

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

Speaker speaker\_2: Okay.

Speaker speaker\_1: Hello, Judy. 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 your vision ID card to the email that we had on file. Um, email-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... that you should be looking out for is coming from info, that's I-N-F-O, @benefits and-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... iCard.com, okay?

Speaker speaker\_2: Okay. Yeah.

Speaker speaker\_1: Okay. Um, but looking at the calendar, you did become active in the coverage as of yesterday, so you should be receiving-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... the physical ID card early next week, okay?

Speaker speaker\_2: Okay. I did receive it. Mm-hmm.

Speaker speaker\_1: Awesome. Well, is there anything else I can help you out with today?

Speaker speaker\_2: No, you did good. Thank you. Have a blessed day.

Speaker speaker\_1: You do the same, okay?

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye.

Speaker speaker\_3: He is very affectionate.