

Transcript: Justin

Mills-4961716118011904-6562959315746816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, yeah, I need to find out what's going on with my insurance. I applied for it and haven't heard anything yet. Yeah, let me check on that. What's the staffing agency you work for? I work for, uh, Care... Sorry, CareBuilders. Okay, so ACC and the last four of your Social? 4927. And what was your first and last name? Tammy Palty. Palty. And I have a confirmation number, if that helps. I got you pulled up, uh, real quick, uh, for security purposes, can you verify your home address, including city, state and zip code, Tammy? Yeah. It's 9801 Anita Boulevard, Louisville, Kentucky, 40272. And confirm your date of birth? December 23rd '65. And a good telephone number have as 419-204-3038? Yes. And the email have as blueindewell@hotmail? Yes. Okay. Um, so looking at the file, looks like you are currently enrolled in the free RX and the f-VIP Prime, which is your medical plan. However, checking the calendar, it looks like we're still waiting for that first payroll deduction to come through from CareBuilders. So once we receive- Mm-hmm. ... that deduction, you'll become active and cards will be issued out from there. Oh, okay. All right. That's all I needed to know. Awesome. Well, you have a wonderful day, okay, Tammy? Mm-hmm. Thank you so much. You're welcome. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yeah, I need to find out what's going on with my insurance. I applied for it and haven't heard anything yet.

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

Speaker speaker_2: I work for, uh, Care... Sorry, CareBuilders.

Speaker speaker_1: Okay, so ACC and the last four of your Social?

Speaker speaker_2: 4927.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Tammy Palty.

Speaker speaker_1: Palty.

Speaker speaker_2: And I have a confirmation number, if that helps.

Speaker speaker_1: I got you pulled up, uh, real quick, uh, for security purposes, can you verify your home address, including city, state and zip code, Tammy?

Speaker speaker_2: Yeah. It's 9801 Anita Boulevard, Louisville, Kentucky, 40272.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: December 23rd '65.

Speaker speaker_1: And a good telephone number have as 419-204-3038?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have as blueindewell@hotmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so looking at the file, looks like you are currently enrolled in the free RX and the f- VIP Prime, which is your medical plan. However, checking the calendar, it looks like we're still waiting for that first payroll deduction to come through from CareBuilders. So once we receive-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that deduction, you'll become active and cards will be issued out from there.

Speaker speaker_2: Oh, okay. All right. That's all I needed to know.

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

Speaker speaker_2: Mm-hmm. Thank you so much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.