

Transcript: Justin

Mills-4980359973748736-4669644415090688

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. How are you doing? Doing pretty well, and yourself? I'm okay. Well, my name is Tasha Johnson. And the reason I called is I'm trying to see if I can talk to somebody to email me my card so I can have a copy of it. Also, if, if I added my son, um, to my policy, um, that, um, that I bought. Yeah, let me check on that. What's that staffing agency you work for? Um, TRC. So, TRC? Yes. And the last four of your Social? You said the last four of my Social? Correct. Five, six, four, five. Tasha Johnson, okay. And for security purposes, could you verify your home address, including city, state and zip code? Um, I don't know what I put on there. Uh, it's either 1803 Bush River Road, or it's either 1633 Broad River. I don't know exactly which one I put on there, but, um, 1803 Bush River Road. I have 1803 Bush River Road. Is that a current address? Yes. Okay, and confirm your date of birth for me. 4/18/1979. And a good telephone number I have is 470-250-1884. No, I no longer have that number. It's, um, 470-921-1260. And just to confirm, 470-921-1260? Yes, sir. And the email I have is tashalj44@gmail.com? Yes, it is. Okay. So, I do see you do have employee plus child coverage. Um, Jaden Johnson is listed as a dependent on the coverage, and you were needing your ID cards emailed to you. Is that correct? I do. I'm on my way to the doctor. I gotta go meet him at the doctor right now. So, yes, please. Oh, okay. Well, do you mind if I place you in a brief hold while I email the information to you? That'll be fine. That'll be fine. Okay. Hello? Hello. Thanks for holding. So, I went ahead and emailed you your ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Um, well, um- Is there anything else I could assist you with today? Um, that's it. Uh, thank you so much. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Justin. How are you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm okay. Well, my name is Tasha Johnson. And the reason I called is I'm trying to see if I can talk to somebody to email me my card so I can have a copy of it. Also, if, if I added my son, um, to my policy, um, that, um, that I bought.

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

Speaker speaker_1: Um, TRC.

Speaker speaker_0: So, TRC?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: You said the last four of my Social?

Speaker speaker_0: Correct.

Speaker speaker_1: Five, six, four, five.

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

Speaker speaker_1: Um, I don't know what I put on there. Uh, it's either 1803 Bush River Road, or it's either 1633 Broad River. I don't know exactly which one I put on there, but, um, 1803 Bush River Road.

Speaker speaker_0: I have 1803 Bush River Road. Is that a current address?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and confirm your date of birth for me.

Speaker speaker_1: 4/18/1979.

Speaker speaker_0: And a good telephone number I have is 470-250-1884.

Speaker speaker_1: No, I no longer have that number. It's, um, 470-921-1260.

Speaker speaker_0: And just to confirm, 470-921-1260?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is tashalj44@gmail.com?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. So, I do see you do have employee plus child coverage. Um, Jaden Johnson is listed as a dependent on the coverage, and you were needing your ID cards emailed to you. Is that correct?

Speaker speaker_1: I do. I'm on my way to the doctor. I gotta go meet him at the doctor right now. So, yes, please.

Speaker speaker_0: Oh, okay. Well, do you mind if I place you in a brief hold while I email the information to you?

Speaker speaker_1: That'll be fine. That'll be fine.

Speaker speaker_0: Okay.

Speaker speaker_2: Hello?

Speaker speaker_1: Hello.

Speaker speaker_0: Thanks for holding. So, I went ahead and emailed you your ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay. Um, well, um-

Speaker speaker_0: Is there anything else I could assist you with today?

Speaker speaker_1: Um, that's it. Uh, thank you so much.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.