

Transcript: Justin

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Full Transcript

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Yes, this is Linda Crawford and, um, I was wanting to know, uh, my insurance and my dental, or, I need my cards. Uh, I don't know have they been mailed or not. Yeah, let me check on that for you. What's that staffing agency you work for? MAU. And the last four of your social? 1590. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Crawford? Yes. It's 37A as in apple, Palmetto Drive, Inman, South Carolina. And your date of birth? 03/20/1964. And a good telephone number I have is 864-205-9141. That's correct. And the email I have lindacrawford501@gmail.com? Yes. Okay. Um, so looking at the file or calendar, you became active in the coverage as of this past Monday the 10th, so you should receive physical ID cards early next week. However, do you mind if I place you on a brief hold while I see if the ID cards have been generated, and if so, I'll email them to you? Okay. Okay, I'll be right back for you, okay? Thank you. You're welcome. Hello, Linda. You still there? Uh, yes. 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 look out for will be coming from info, that's I-N-F-O, @benefitcentercard.com, okay? Mm-hmm. Okay. Um, is there anything else I could assist you with today, Linda? Uh, do you all have, uh, HSA, the health savings, uh... Um, no, we don't offer that here at Benefit Center Card. No, I would honestly reach out to MAU specifically to see if they have that. Okay. So, the Benefits Center Card, is that vision and dental and, um, medical? Correct, as well as term life. You have life insurance as well. Oh, okay. Okay, okay. Oh, okay. Thank you. You're welcome. You have a great day, okay? Uh-huh, you too. All right, bye-bye. Hmm. Hmm. Sweet little...

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, this is Linda Crawford and, um, I was wanting to know, uh, my insurance and my dental, or, I need my cards. Uh, I don't know have they been mailed or not.

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

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 1590.

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

Speaker speaker_1: Yes. It's 37A as in apple, Palmetto Drive, Inman, South Carolina.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/20/1964.

Speaker speaker_0: And a good telephone number I have is 864-205-9141.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have lindacrawford501@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the file or calendar, you became active in the coverage as of this past Monday the 10th, so you should receive physical ID cards early next week. However, do you mind if I place you on a brief hold while I see if the ID cards have been generated, and if so, I'll email them to you?

Speaker speaker_1: Okay.

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

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Hello, Linda. You still there?

Speaker speaker_1: Uh, yes.

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 look out for will be coming from info, that's I-N-F-O, @benefitcentercard.com, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, is there anything else I could assist you with today, Linda?

Speaker speaker_1: Uh, do you all have, uh, HSA, the health savings, uh...

Speaker speaker_0: Um, no, we don't offer that here at Benefit Center Card. No, I would honestly reach out to MAU specifically to see if they have that.

Speaker speaker_1: Okay. So, the Benefits Center Card, is that vision and dental and, um, medical?

Speaker speaker_0: Correct, as well as term life. You have life insurance as well.

Speaker speaker_1: Oh, okay. Okay, okay. Oh, okay. Thank you.

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

Speaker speaker_1: Uh-huh, you too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Hmm. Hmm. Sweet little...