

Transcript: Justin

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Full Transcript

Thank you for calling Benefits at Heart. This is Justin, how can I help you? Yes, how you doing? This is, uh, Mr. Nathaniel Jackson. And, um, I had called to update my, uh, my, uh, benefits at... with MAU, and I haven't... They were supposed to, uh, mail me some, my dental cards out and I haven't received them- Okay. ... and it's been over a fi- almost a month. Yeah, let me check on that for you. So MAU, you said? Yes, sir. And the last four of your Social? 1432. And for security purposes, could you verify your home address, including city, state and zip code, Nathaniel? 2220 Buckingham Drive, Augusta, Georgia 30906. Looks like I have a different address on file. Ah, that's probably why. I had... The letter was supposed to up-date it. So you have 3593 Jonathan Perker- Okay. ... Augusta, Georgia 30906. Correct. And what's the new address so I can go ahead and update it? Uh, 2220, uh, P-U-C-K-I-N-G-H-A-M Drive, Augusta, Georgia 30906. And confirm your date of birth. February the 20th, 1989. And a good telephone number have a 706-691-7056. Yes, sir. And the email I have as radio.natesimpson@gmail? Yes, sir. Okay, so let's see here. Oh, here. Um, so what I'll go ahead and do, I'll email you your dental ID card just so you have it, and then I'll email the insurance carrier to put in a request for the physical ID card to be met out to the new mailing address you just provided me. Okay? Okay. And if not for the- Oh, what's that? Can you, uh, repeat... Yeah, I did my last... Can you repeat that mailing address for me just to make sure we got the same one? Yeah. 2220 Pucking, P-U-C-K-I-N-G, Ham, H-A-M Drive, in Augusta, Georgia- Ah. ... 30906. Oh, it's Bucking with a B. B? My apologies. Like B as in boy. My apologies. Buckingham. I'm- Yes, sir. P-U-C-K-I-N-G-H-A-M. Okay. Um, well, here, do you mind if I place you on a brief hold while I do those two things for you? No, sir. It, it's no problem. Okay. Hello? Hello, hello? Who's this? Nathaniel, are you still there? Yes, sir. Thanks so much for holding for two things. Uh, first thing, an email for an ID card, it's the email we have on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. Um, secondly, I also emailed the insurance carrier as well, put in a new request for a new physical ID card to be mailed out to you. So, you should receive that one in seven to 10 business days. Okay? Okay. And are they gonna come with, uh, uh, the one for me and my wife on? Yes, sir. So, you do have employee plus spouse coverage on that dental coverage. Okay. Gotcha. Okay. Um, is there... Yeah, is there anything else I can assist you with today? Uh, no, sir. But like, um, just in case, I can, um... I can use, um, this... The one that it might have to do before the official copy get here, I can use this one that you sent through email? Yes, sir. It's just, uh, um, an email version, um, of the same ID card that's coming physically. Um, so yes, sir. Okay. You can just use an ID card until the physical ID card arrives. Oh, okay. Gotcha. Okay, thank you. So, is there anything else I can help you with today? No, sir. That, that was it. That was it because I was wondering, I could have started taking it out of my, uh, check, and, um, I just... And it just dawned on me that I hadn't gotten

the card yet. So, that why I figured out, let me check to make sure they have my right address. I totally understand. Well, it's updated now in our system. Um, but you have a wonderful day, okay, Nathaniel? Thank you, sir. You do the same. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits at Heart. This is Justin, how can I help you?

Speaker speaker_1: Yes, how you doing? This is, uh, Mr. Nathaniel Jackson. And, um, I had called to update my, uh, my, uh, benefits at... with MAU, and I haven't... They were supposed to, uh, mail me some, my dental cards out and I haven't received them-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and it's been over a fi- almost a month.

Speaker speaker_0: Yeah, let me check on that for you. So MAU, you said?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1432.

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

Speaker speaker_1: 2220 Buckingham Drive, Augusta, Georgia 30906.

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Ah, that's probably why. I had... The letter was supposed to up- update it. So you have 3593 Jonathan Perker-

Speaker speaker_0: Okay.

Speaker speaker_1: ... Augusta, Georgia 30906.

Speaker speaker_0: Correct. And what's the new address so I can go ahead and update it?

Speaker speaker_1: Uh, 2220, uh, P-U-C-K-I-N-G-H-A-M Drive, Augusta, Georgia 30906.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: February the 20th, 1989.

Speaker speaker_0: And a good telephone number have a 706-691-7056.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have as radio.natesimpson@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. Oh, here. Um, so what I'll go ahead and do, I'll email you your dental ID card just so you have it, and then I'll email the insurance carrier to put in a request for the physical ID card to be met out to the new mailing address you just provided me. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And if not for the-

Speaker speaker_1: Oh, what's that? Can you, uh, repeat... Yeah, I did my last... Can you repeat that mailing address for me just to make sure we got the same one?

Speaker speaker_0: Yeah. 2220 Pucking, P-U-C-K-I-N-G, Ham, H-A-M Drive, in Augusta, Georgia-

Speaker speaker_1: Ah.

Speaker speaker_0: ... 30906.

Speaker speaker_1: Oh, it's Bucking with a B.

Speaker speaker_0: B? My apologies.

Speaker speaker_1: Like B as in boy.

Speaker speaker_0: My apologies. Buckingham. I'm-

Speaker speaker_1: Yes, sir. P-U-C-K-I-N-G-H-A-M.

Speaker speaker_0: Okay. Um, well, here, do you mind if I place you on a brief hold while I do those two things for you?

Speaker speaker_1: No, sir. It, it's no problem.

Speaker speaker_0: Okay.

Speaker speaker_2: Hello? Hello, hello? Who's this?

Speaker speaker_0: Nathaniel, are you still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_0: Thanks so much for holding for two things. Uh, first thing, an email for an ID card, it's the email we have on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. Um, secondly, I also emailed the insurance carrier as well, put in a new request for a new physical ID card to be mailed out to you. So, you should receive that one in seven to 10 business days. Okay?

Speaker speaker_2: Okay. And are they gonna come with, uh, uh, the one for me and my wife on?

Speaker speaker_0: Yes, sir. So, you do have employee plus spouse coverage on that dental coverage.

Speaker speaker_2: Okay. Gotcha. Okay.

Speaker speaker_0: Um, is there... Yeah, is there anything else I can assist you with today?

Speaker speaker_2: Uh, no, sir. But like, um, just in case, I can, um... I can use, um, this... The one that it might have to do before the official copy get here, I can use this one that you sent through email?

Speaker speaker_0: Yes, sir. It's just, uh, um, an email version, um, of the same ID card that's coming physically. Um, so yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_0: You can just use an ID card until the physical ID card arrives.

Speaker speaker_2: Oh, okay. Gotcha. Okay, thank you.

Speaker speaker_0: So, is there anything else I can help you with today?

Speaker speaker_2: No, sir. That, that was it. That was it because I was wondering, I could have started taking it out of my, uh, check, and, um, I just... And it just dawned on me that I hadn't gotten the card yet. So, that why I figured out, let me check to make sure they have my right address.

Speaker speaker_0: I totally understand. Well, it's updated now in our system. Um, but you have a wonderful day, okay, Nathaniel?

Speaker speaker_2: Thank you, sir. You do the same.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.