

Transcript: Justin

Mills-5049050752565248-5768605716135936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, Justin. I had, uh, um, subscribed or enrolled for the Benefits in a Card, but I haven't received my card yet, for the medical card. Yeah, let me check on that for you. What's the staffing agency you work for? Uh, Partners Personnel. And the last four of your Social? 6348. And what was your first and last name? Nora Echevarria. And for security purposes, can you verify the home address, including city, state and zip code, Nora? Uh, 4181/2 Fourth Avenue, Chula Vista, California 91910. And your date of birth? August 17, '66. And a good telephone number has a 619-864-2378. Correct. And the email I have is noretazone@Yahoo? Correct. Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of this past Monday the 25th, so you should be receiving your physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information and I'll email them to you real quick? Oh, oh, sure, sure. Absolutely. Awesome. I'll be right back for you, okay? Mm-hmm. Sure. Hello, Nora. You still there? Yes. Mm-hmm. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we have on file. Um, email that- Okay. ... you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Mm-hmm. However, if you don't see it- Okay. ... in your inbox be sure to check the spam or check the junk folder. Okay? Okay. And does it also have the network, uh, information for the doctors and stuff? Yes, ma'am. So there are telephone numbers- Oh, okay. ... in the email. Um, when you do call them all you have to do is just provide them with your ZIP code. Okay? Oh, okay. All right. Anything else you need from me? Not that I'm aware of. Is there anything else I could help you out with? Uh, no, you've been more than helpful. Thank you so much. Hope you have a great day. You're welcome. You have a great day. Happy Thanksgiving. You as well. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: You're calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, Justin. I had, uh, um, subscribed or enrolled for the Benefits in a Card, but I haven't received my card yet, for the medical card.

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

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6348.

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

Speaker speaker_2: Nora Echevarria.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Nora?

Speaker speaker_2: Uh, 4181/2 Fourth Avenue, Chula Vista, California 91910.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: August 17, '66.

Speaker speaker_1: And a good telephone number has a 619-864-2378.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is noretazone@Yahoo?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of this past Monday the 25th, so you should be receiving your physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information and I'll email them to you real quick?

Speaker speaker_2: Oh, oh, sure, sure. Absolutely.

Speaker speaker_1: Awesome. I'll be right back for you, okay?

Speaker speaker_2: Mm-hmm. Sure.

Speaker speaker_1: Hello, Nora. You still there?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we have on file. Um, email that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, if you don't see it-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in your inbox be sure to check the spam or check the junk folder. Okay?

Speaker speaker_2: Okay. And does it also have the network, uh, information for the doctors and stuff?

Speaker speaker_1: Yes, ma'am. So there are telephone numbers-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... in the email. Um, when you do call them all you have to do is just provide them with your ZIP code. Okay?

Speaker speaker_2: Oh, okay. All right. Anything else you need from me?

Speaker speaker_1: Not that I'm aware of. Is there anything else I could help you out with?

Speaker speaker_2: Uh, no, you've been more than helpful. Thank you so much. Hope you have a great day.

Speaker speaker_1: You're welcome. You have a great day.

Speaker speaker_2: Happy Thanksgiving.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_2: Bye.