

Transcript: Justin

Mills-5062410836819968-6120330080993280

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, hey, Justin. Uh, I work, uh, for MAU, and, uh, I have not yet received my insurance card. Like, I started back in November. Okay, and you still haven't received your ID cards yet? Not ID, I'm saying the insurance card. Yeah, I could possibly email it to you, just so you have it. So MAU, what's the last four of your social? It's, uh, five, four, zero, four. And your first and last name? It's, uh, A D I T Y A, that's my first name, and J O S H I is my last name. And for security purposes, could you verify your home address, including city, state and zip code for me real quick? Uh, it is, uh, I recently shifted, so it is 3434 Lawrence Road, uh, Greenville, and 29607 is zip code. Okay, is there an apartment number associated with that address or no? Uh, I think so. Yeah, 726. Apartment 726, okay. 'Cause that's what we were missing right there. Six. And confirm your date of birth for me. It's, uh, 3434 Lawrence Road, uh, Greenville, South Carolina, apartment 726, 29607. I stated your date of birth. Sorry? What's your date of birth? It's, uh, 10th of January, 1998. And a good telephone number I have is 864-765-4926? Yeah. And the email that I have is your first name, last name '85 at gmail? Yeah. Okay. Well, here, do you mind if I place you on a brief hold, while I email that information to you? Okay, sure. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed the, uh, insurance carrier, put in a request for physical ID cards to be resent to you. So you should receive those in seven to 10 business days. Secondly, I also emailed you your ID cards as well. Email that you should be looking out for will be coming from info, that's I N F O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. All right. Okay. Was there- Great. So I will receive it in my mail as well, like, a hard copy of the card? Correct. Yes, sir. Okay. For till then, I can use the one you send me on my email? Correct. So you can use the ones I sent to your email for now, and then in seven to 10 business days, you'll receive your physical ID cards. Okay. All right. Good. No problem. Awesome. Is there anything else I can assist you with today? Uh, no, that was it. Thank you, Justin. You're welcome. You have a great day, okay? You too. All right, bye-bye. Yes.

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: Uh, hey, Justin. Uh, I work, uh, for MAU, and, uh, I have not yet received my insurance card. Like, I started back in November.

Speaker speaker_0: Okay, and you still haven't received your ID cards yet?

Speaker speaker_1: Not ID, I'm saying the insurance card.

Speaker speaker_0: Yeah, I could possibly email it to you, just so you have it. So MAU, what's the last four of your social?

Speaker speaker_1: It's, uh, five, four, zero, four.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: It's, uh, A D I T Y A, that's my first name, and J O S H I is my last name.

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

Speaker speaker_1: Uh, it is, uh, I recently shifted, so it is 3434 Lawrence Road, uh, Greenville, and 29607 is zip code.

Speaker speaker_0: Okay, is there an apartment number associated with that address or no?

Speaker speaker_1: Uh, I think so. Yeah, 726.

Speaker speaker_0: Apartment 726, okay. 'Cause that's what we were missing right there. Six. And confirm your date of birth for me.

Speaker speaker_1: It's, uh, 3434 Lawrence Road, uh, Greenville, South Carolina, apartment 726, 29607.

Speaker speaker_0: I stated your date of birth.

Speaker speaker_1: Sorry?

Speaker speaker_0: What's your date of birth?

Speaker speaker_1: It's, uh, 10th of January, 1998.

Speaker speaker_0: And a good telephone number I have is 864-765-4926?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email that I have is your first name, last name '85 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold, while I email that information to you?

Speaker speaker_1: Okay, sure.

Speaker speaker_0: Hello, are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed the, uh, insurance carrier, put in a request for physical ID cards to be resent to you. So you should receive those in seven to 10 business days. Secondly, I also emailed you your ID cards as well. Email that you should be looking out for will be coming from info, that's I N F O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Okay. Was there-

Speaker speaker_1: Great. So I will receive it in my mail as well, like, a hard copy of the card?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. For till then, I can use the one you send me on my email?

Speaker speaker_0: Correct. So you can use the ones I sent to your email for now, and then in seven to 10 business days, you'll receive your physical ID cards.

Speaker speaker_1: Okay. All right. Good. No problem.

Speaker speaker_0: Awesome. Is there any- something else I can assist you with today?

Speaker speaker_1: Uh, no, that was it. Thank you, Justin.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Yes.