

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Hey, just a quick question for you. Uh, I- I believe I have... Okay, so my Benefits in a Card that I have, the one that goes in my wallet, you know, like the credit card-sized one, does it show somewhere on there the- that dental insurance? Am I losing my mind? Um, now it should. I can possibly re-, uh, I can possibly email them to you just so you have them. Okay. Okay. And then put in a request for physical ID card to send that out to you. Okay. Um, and I know I've done this before, so it's like... Okay, I'm only asking this because I went to the dentist this morning and they're like, "Uh, I don't see any dental insurance on here," and I'm like, "Well, I know I have it." Mm-hmm. But maybe I don't. I don't know. Yeah, let me try pulling your file first. Okay. What's that staffing agency you work for? Um, it is for Oxford Global. And the last four of your social? 0344. And what was your first and last name? Uh, Lindsey Schwab. And for security purposes, could you verify your home address, including city, state and zip code, Lindsey? Yep, it is 604 Park Drive in Thompson, North Dakota, 58278. And confirm your date of birth? 4/10/'78. And a good telephone number have a 612-756-1817. Yep, yep. And the email I have lindschweb@gmail? Yep. Okay, so looking at the file, you do have dental for employee plus family. Okay. Um, so I can email that ID card to you just so you can show that provider. Okay. If need be. Sure, okay. That would work. I mean, I- I have... I know I have one with me, and so... But yes, maybe just email me. Yeah, that would be awesome. Okay, do you mind if I place you on a brief hold while I do that? No, yeah, no, that's fine. Okay. Hello, Lindsey, you still there? I am. Awesome, thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file. Okay, okay. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay, okay. Thank you so much. I appreciate it. You're welcome. Is there anything else- No, this is it. ... I can assist you with today? Okay. Um, no, that is it. Awesome. Well, you have a wonderful day, okay? All right, I appreciate it. You too. Thank you. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Hey, just a quick question for you. Uh, I- I believe I have... Okay, so my Benefits in a Card that I have, the one that goes in my wallet, you know, like the credit card-sized one, does it show somewhere on there the- that dental insurance? Am I losing my mind?

Speaker speaker_0: Um, now it should. I can possibly re-, uh, I can possibly email them to you just so you have them.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: And then put in a request for physical ID card to send that out to you.

Speaker speaker_1: Okay. Um, and I know I've done this before, so it's like... Okay, I'm only asking this because I went to the dentist this morning and they're like, "Uh, I don't see any dental insurance on here," and I'm like, "Well, I know I have it."

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But maybe I don't. I don't know.

Speaker speaker_0: Yeah, let me try pulling your file first.

Speaker speaker_1: Okay.

Speaker speaker_0: What's that staffing agency you work for?

Speaker speaker_1: Um, it is for Oxford Global.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0344.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, Lindsey Schwab.

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

Speaker speaker_1: Yep, it is 604 Park Drive in Thompson, North Dakota, 58278.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 4/10/'78.

Speaker speaker_0: And a good telephone number have a 612-756-1817.

Speaker speaker_1: Yep, yep.

Speaker speaker_0: And the email I have lindschweb@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so looking at the file, you do have dental for employee plus family.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so I can email that ID card to you just so you can show that provider.

Speaker speaker_1: Okay.

Speaker speaker_0: If need be.

Speaker speaker_1: Sure, okay. That would work. I mean, I- I have... I know I have one with me, and so... But yes, maybe just email me. Yeah, that would be awesome.

Speaker speaker_0: Okay, do you mind if I place you on a brief hold while I do that?

Speaker speaker_1: No, yeah, no, that's fine.

Speaker speaker_0: Okay. Hello, Lindsey, you still there?

Speaker speaker_1: I am.

Speaker speaker_0: Awesome, thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay, okay. Thank you so much. I appreciate it.

Speaker speaker_0: You're welcome. Is there anything else-

Speaker speaker_1: No, this is it.

Speaker speaker_0: ... I can assist you with today?

Speaker speaker_1: Okay. Um, no, that is it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right, I appreciate it. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: All right. Bye-bye.